Consulting and Audit Canada
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MANAGEMENT OF GOVERNMENT PUBLICATIONS SURVEY

NATIONAL LIBRARY OF CANADA

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List of abbreviations

CAC Consulting and Audit Canada

CBEC Canadian Book Exchange Centre

CF&L Common Look and Feel

CFL Council of Federal Libraries

DSP Depository Services Program

MGIH Management of Government Information Holdings

NCR National Capital Region

NLC National Library of Canada

NUC National Union Catalog

TBS Treasury Board Secretariat

Executive summary

This report presents the findings of the Survey of Management of Government Publications that was conducted in March and April of 2002 for the Strategic Policy and Planning Branch, National Library of Canada (NLC) by Consulting and Audit Canada (CAC). This survey follows an earlier Survey of Management of Government Information Holdings officials conducted in 1999.

The report of the Survey conducted in 1999 recommended that the NLC conduct a survey on the management of federal government publications on a regular basis, having established useful baseline information for comparison with future results. Consistent with the 1999 Survey recommendations regarding survey design, the 2002 Survey was distributed to librarians in all departments and agencies to which the policy applies; it included both centralized or headquarters functions, as well as decentralized functions in the regions; and it added questions on new media, metadata, thesauri, and the level of satisfaction with the services provided by NLC in support of the implementation of the Management of Government Information Holdings (MGIH) Policy.

Recent developments, such as the systematic collection of electronic publications by the National Library, the formation of the Council of Federal Libraries (CFL) Metadata Action Team, the development of Treasury Board Secretariat's (TBS) Common Look and Feel (CF&L) Standard, and the upcoming release of the new Management of Government Information (MGI) Policy, motivated the NLC to conduct a revised survey on the management of federal government publications. The objectives of undertaking a survey at this time were to identify the level of awareness and compliance with the MGIH Policy, to identify areas in which the NLC can assist in the implementation of the Policy, and to compare the current situation with results of the Survey conducted in 1999. The 2002 Survey was distributed to members of the CFL in departments and agencies across the country.

During the period from March 14 to April 26, responses were received from 52 of the 68 organizations surveyed (76%), and from 97 of the 190 CFL members (51%).

Sixty-eight percent of respondents said that there is a responsibility centre for the management of published material in their institution. For more than half of respondents, this responsibility rests within the Library, but several other areas were listed, including (in descending order of magnitude): communications, information services, marketing; public affairs, publishing, research; and reference and documentation centres in organizations that do not have libraries.

The Survey included a set of questions related to the organization, transmission, use and retrieval of published material. Respondents were most likely to agree that information holdings are available for public dissemination; that information holdings are available for

use by other institutions within the government; and that published material is catalogued according to established standards. Conversely, they were most likely to disagree that cataloguing information about the published material is reported to the National Union Catalogue (NUC) to be included in National Library's bibliographic database, AMICUS; that the institution archives versions of its website for long-term access and accountability; and that all publications are deposited in the institution's Library.

Several explanations for these findings were found to be common among respondents who do not report to the NUC. For example, some federal libraries follow a cataloguing standard that is different from, and incompatible with, AMICUS. The libraries of very small organizations explained that they had limited resources performing cataloguing, research, and other tasks. With respect to those departments who do not archive versions of their website, the absence of a policy for the deposit, conservation and archiving of electronic publications was cited. For those departments who do not deposit their publications in their institutional Library, a large number stated that, because they are in a decentralized environment with multiple libraries, they have no single point of contact to ensure coordinated production, cataloguing, disposition and tracking of all departmental publications.

Highlights

- Departmental publications are most commonly made available to the public through the Internet (81%), on deposit in the departmental Library (78%), and on deposit with the NLC (68%).

- Only half of respondents reported that their electronic institutionally published material was managed to ensure long term access and accountability. Most of them deposit this material in the departmental Library, the NLC, or a local site repository.

- It is important to note that a large percentage of respondents do not manage electronic publications on a basis consistent with other forms of media. In addition, many noted that their institution does not archive versions of its website for long-term access and accountability. With a wider geographic scope, the issue of decentralized libraries and the lack of consistency in production, cataloguing, disposition and tracking of departmental publications was highlighted.

- Slightly more than half the respondents claimed that their departments had an up-to-date publications catalogue, and almost 90% of these were available on the Internet. The most common items in the catalogue were free print publications, publications on the Internet, and priced print publications.

- All libraries that responded had received printed matter on deposit while one fifth of these respondents had only received printed matter on deposit. Other most frequently deposited formats were CD-ROMs, films and videos.

- Of the 97 CFL members who responded, 93 have a departmental Library as defined by the CFL. About one-fifth estimated that they have 100% of departmental publications on deposit, while another fifth have less than 50%.

- The holdings of departmental publications are catalogued by 94% of institutions with libraries. Almost two-thirds of these catalogues are available on their Intranet, and half are available on the Internet. Only 4% are using dial-up or card catalogues.

- About two-thirds of respondents indicated that they were aware of the Treasury Board Information Standard on Metadata. Of these, about three-quarters are applying this standard to their departmental Internet site. Only slightly more than one third noted that this responsibility resided with the Library, while in most cases it was the Webmaster or informatics group that was applying the standard.

- Relative to the Standard on Metadata, slightly fewer (57%) were aware of the Treasury Board Information Standard on Thesauri and Controlled Vocabularies. Only 44% were applying this standard to their Internet site. The institutional Library was less likely to be applying this standard. In the majority of cases, this responsibility was with the Webmaster, with informatics and communications groups playing a minor role.

- Eighty-two percent of respondents reported that their institution disposes of surplus published material through the Canadian Book Exchange Centre (CBEC) of the National Library. Of those that did not, several cited that they were unaware of the existence of CBEC or the *National Library Act* requirement to use CBEC. Others mentioned the cost of shipping material to CBEC in Ottawa; the availability of local warehouses for storage; and an arrangement with a local recycling company that will pick up discards at no cost. Yet others noted that they had insufficient quantities of publications; the commercial nature of their publications; classification and security issues; or CBEC's lack of interest in their publications.

- The 1999 Survey asked what assistance the NLC could provide in implementing the MGIH policy and about two-thirds of respondents felt that the NLC could assist them in the provision of advice on managing their materials, while half felt that advice on preservation and/or conservation would be useful. The provision of a back-up collection and service for departmental publications, and cataloguing data were seen as somewhat less important. The 2002 Survey asked specifically if respondents had contacted the NLC for this type of assistance. The largest number (40%) had contacted the NLC for cataloguing data, and much fewer sought assistance for managing institutional published material, preservation and/or conservation advice, and back-up collection and service for institutional publications. Another third contacted the NLC for other reasons, including CBEC, either to deposit or to order; interlibrary loans; uploading MARC records to AMICUS; and deposit of electronic publications. For the most part, those who received assistance from the NLC were either satisfied or very satisfied with the advice. In particular, all 34 respondents who received advice on cataloguing data were either satisfied or very satisfied.

- The responsibility for the management of published material resides with a variety of areas within federal institutions. That the application of the Treasury Board Information Standard on Metadata and on Thesauri and Controlled Vocabularies is largely outside the institutional libraries' scope poses some challenging planning issues for the Metadata Action team of the CFL.

CHAPTER 1

INTRODUCTION

This report presents the findings of the survey of Management of Government Publications that was conducted in March and April of 2002, for the Strategic Policy and Planning Branch, National Library of Canada (NLC). This survey follows an earlier Survey of Management of Government Information Holdings officials conducted in 1999.

The first section presents the background to the conduct of the survey, and the objective and scope of the work conducted by Consulting and Audit Canada (CAC). This first section concludes with an outline of the organization of the report.

1.1 Background

The Administrative Policy Branch of Treasury Board Secretariat (TBS) first issued a comprehensive policy on the management of government information holdings in 1989. The Policy on the Management of Government Information Holdings applies to all departments and agencies, including departmental corporations and branches designated as departments for purposes of the *Financial Administration Act*. This critical document formed one part of the government's overall information management system. The policy was intended to cover management of all information holdings in government, both records and published material, although it excludes the non-government publications held in libraries. The NLC was given a specific role in the policy, to make reports with respect to published information.

In December 1993, interviews were conducted with senior librarians in five federal departments, to determine the extent of the implementation of MGIH, the role of the NLC in its implementation, and suggestions for improving the policy or associated guidelines. It was found that the involvement of the library, the extent and style of implementation, and the knowledge of the policy varied from institution to institution. It was also discovered that there was a consensus among the librarians that the policy was never intended to include library activities; and that the stages in the life cycle of information holdings which are the libraries' strength – the use and dissemination of information - are not addressed in the policy. It was felt that this resulted in the perception that these activities are not important, and an erosion of resources and support in some institutions. At that time, the National Librarian identified a role for libraries in the capture of electronic publications, and in the provision of public access to departmental publications. This review recommended that the NLC be more active in undertaking its role in the implementation of the policy, similar to that of the National Archives, and that the NLC should be monitoring the management of published material produced by departments. It specified that library acquisition activities should be made explicit in the policy. It was also suggested that the problem was not with

the policy, but with its application, and that more guidance is required about handling specific types of information, and information at different stages of the lifecycle. Finally, the study recommended that there needed to be a clearer statement of who are the players in the management of published information holdings, and that greater coordination was required among these players.

The most current version of the MGIH policy dated July 31, 1994 states that the TBS will monitor compliance with all aspects of the policy through departmental internal audit reports; and that the National Archives has specific evaluation responsibilities for the policy on behalf of the TBS. The National Library has a responsibility under the MGIH policy to monitor the application of the policy with respect to published information[1].

In November 1995, The National Archives and the Treasury Board of Canada published the "Guide to the Review of Management of Government Information Holdings". This guide was prepared by the National Archives under the guidance of an interdepartmental working group in order to assist both manager and staff in the assessment of their implementation of the MGIH policy involving a broad range of functions and media. The NLC actively participated in this working group and attempted to ensure that aspects of the policy relevant to published material and the roles of the NLC and federal libraries were well represented.

After consultation with the Council of Federal Libraries (CFL) at its June 1998 Annual Meeting, the NLC decided, to survey MGIH officials. This survey, conducted in 1999, revealed a lack of knowledge, and lack of compliance with several elements of the MGIH Policy as it relates to published material. In addition, it was suggested by respondents to this survey, that the policy is treated as a 'guideline' – that TBS guidelines with no policing have no teeth, and that there needs to be greater accountability for non-compliance. A large percentage did not manage electronic publications on a basis consistent with other forms of media, and many mentioned the absence of a policy for the conservation and archiving of electronic publications, thus indicating that a growing class of publishing was not being "mainstreamed".

The 1999 report recommended that the NLC conduct an MGIH survey on a regular basis, having established useful baseline information for comparison with future results. Of the recommendations regarding survey design, the following were adopted for the 2002 survey:

- the list of potential respondents included librarians in all departments and agencies to which the policy applies.
- the list of potential respondents also included both centralized or headquarters functions, as well as decentralized functions in the regions

[1] For the purposes of this study, the following definition applies;
the term ***"published material"*** is used in the context of the National Library and the National Library Act. Published material is library matter of every kind, nature and description resulting from the act of publishing and released for public distribution or sale. Publications include material such as books, maps, periodicals, documents, working or discussion papers, audio or video recordings, online/networked publications (both static and dynamic), and compact disks. Publications can be in any format on or in which information is written, recorded, stored or reproduced. The National Library provides guidance on which documents on a government Internet site will be considered to be "books" for the purposes of the National Library Act.

- additional questions were added to assess the level of satisfaction with the services provided by NLC in support of the implementation of the policy.

Since the 1999 survey, the CFL created a Metadata action team and assigned it the objective of developing concrete way(s) in which libraries can position themselves in metadata creation and training in departments; derive best practices and share with the community.

The almost 300 federal government libraries are organized according to a variety of models within their departments/agencies but are, in addition, interconnected in many ways. Informal cooperative arrangements are the norm, for sharing of catalogue systems and information, borrowing materials, referral of questions, specialized collecting, professional development, etc.

The federal government uses the web as a communication tool, publishing mechanism and distribution tool for information about its programs and services. Consequently, there are enormous amounts of Canadian government information on the web and that amount is growing exponentially. This information needs to be searched, retrieved, managed etc. and metadata is an important tool in a suite of tools for doing this.

The Common Look and Feel (CF&L) standard, including a standard for metadata, was approved by Treasury Board ministers in May 2000 and the Treasury Board Secretariat has been developing guidance for departments. However, implementation of the standard has been inconsistent across departments, both in the extent to which it has been implemented (some departments have not started to use it) and to the level and quality of the metadata applied.

Since the last survey, the NLC has undertaken several initiatives relating to information management:

- Metadata Coordination. In March 2002 the National Library staffed a new position of Metadata Coordinator as a focus for expertise and coordination of various metadata initiatives within the National Library and to fulfill a National Library metadata leadership role within the federal government. The Metadata Coordinator is providing project management support for the provision of subject access to the Department of Canadian Heritage's Web-based Cultural Portal, and the registration of controlled subject vocabularies in use in federal departments' websites.

- Thesauri and Controlled Vocabulary. The NLC launched a Web page on Canadian Thesauri and Controlled Vocabularies (http://www.nlc-bnc.ca/8/4/r4-280-e.html) last fall. The web page was communicated widely and received a very positive response. Next steps include further development of the page as well as development of a registry system for terminology tools used by the federal government.

With other departments, the NLC Depository Services Program undertook several collaborative projects:

- Federal Government Publications Locator Service. This service is being developed through a partnership between the Depository Services Program, Communication Canada and the National Library. The goal of this service is to improve access to information on Canadian Federal Government Publications. Scheduled to be available this summer, the Federal Publication Locator service will provide access to:
    - Bibliographic records of Canadian Federal Government Publications in the National
    - Library of Canada Collection and Catalogue (AMICUS)
    - Canadian Library Locations information from the Union Catalogue
    - Access to electronic Canadian Federal Government Publications
- Persistent Locator Service for government publications. The National Library and the Depository Services Program have had research conducted on the issue of permanence for federal government information on the Internet. In March a detailed study of available solutions and recommendations was completed. Next steps include a review of the recommendations and follow-up, such as development of best practices, guidelines and a communications plan.

With these recent developments, and with the expected release of the new Management of Government Information (MGI) Policy within the next few months, the NLC has taken the opportunity to conduct another survey to identify the level of awareness, and compliance with the Policy; identify areas in which the NLC can assist in the implementation of the Policy; and compare these results to the survey conducted in 1999. The survey included members of the CFL in departments and agencies across the country.

1.2 Objectives and scope

The objectives of this project were to:

- identify the level of awareness, and compliance with the Policy;
- identify areas in which the NLC can assist in the implementation of the Policy; and
- compare these results to the survey conducted in 1999.

The survey solicited responses from members of the CFL from across the country.

1.3 Organization of the report

This report has been organized in a manner similar to that of the questionnaire. The findings for each question are presented in the order in which they appeared in the questionnaire. The open-ended questions were examined for common themes, and summarized.

The findings of the survey are presented in Chapter 2; and conclusions and recommendations resulting from the survey are summarized in Chapter 3.

CHAPTER 2

RESULTS

This chapter outlines the survey methodology and presents the results. The findings will be discussed in the order in which the questions appeared in the questionnaire.

2.1 Methodology

The 1999 questionnaire that had been developed by CAC in consultation with the Information Resource Management Branch was reviewed and amended to include questions around new media, metadata, thesauri, and service satisfaction.

The survey consisted of 28 open- and closed-ended questions. The questions, for the most part, were closed-ended multiple choice, for which respondents were asked to select only one or as many answers that applied in a particular situation. A five-element Likert scale was used for two questions. Respondents were asked to record their opinions in a range from "strongly disagree" to "strongly agree"; or from "very dissatisfied" to "very satisfied".

After the NLC reviewed draft versions, the questionnaire was translated and then pre-tested on-line in both official languages.

The NLC compiled a list of potential respondents from their records of CFL members. They reviewed these lists, eliminating duplicates and unsuccessful e-mail addresses, resulting in a population of 190 from 68 departments/agencies (see Appendix A).

On March 14, 2002, the National Librarian issued an e-mail outlining the survey objectives to these CFL members (see Appendix B). They were asked to respond to the questionnaire (Appendix C), by completing it either on-line or by printing it and submitting it to CAC by fax or mail. A follow up reminder letter was issued two weeks later (Appendix D).

Data were downloaded, checked for coding errors and logical inconsistencies, and then analyzed using the Statistical Package for the Social Sciences (SPSS/PC V11). Frequencies, crosstabulations and means were calculated.

2.2 Findings

During the period from March 14 to April 26, responses were received from 52 of the 68 organizations surveyed (76%), and from 97 of the 190 CFL members (51%) surveyed.

Although these response rates are acceptable, the population surveyed is small. As a result, the number of responses is statistically significant only when using liberal criteria[2]. This means that statistically, the results can be generalized to the general MGIH official population, but that bias resulting from non-response may still be present. It is possible, that with respect to characteristics of interest in this survey, the non-respondents may be different from the respondents. It appears that most of the non-responsive departments/agencies were small, although there were at least two large well-established libraries that did not respond.

In Appendix E, Table 1 summarizes the results of the 2002 and 1999 surveys, and Table 2 compares the results from the National Capital Region (NCR) with those from outside the NCR. In the case of the former, it should be noted that the populations surveyed were different. In 1999, 60 MGIH officials were surveyed, but in many cases it was the librarian that completed the survey. Only one questionnaire was allowed for each of the 46 responding organizations. The 2002 survey did not survey MGIH officials, but 190 CFL members (some who may have completed the survey in 1999) representing 68 federal organizations. With 97 responses from 52 organizations, more than one response was received from each, but they were from different libraries and from different locations. In 1999, only three responses were from outside the NCR; in 2002, 47 or 49% were. These differences in populations must be considered when comparing the results of the two surveys. When comparing the results from the NCR and outside the NCR, one must also be cautious because of the small numbers involved and the margin of error noted previously.

The responses to each question will be discussed in turn, with comparisons between the two surveys, and in and outside the NCR, where appropriate.

[2] The resulting confidence level for both departments and CFL members was 90% with a margin of error of ± 6% (e.g. the margin of error is 6%, 9 times out of 10).

Q1. Location

By far, the largest proportion of respondents (50.5%) was located in the NCR (Table 2.1). Surveys were also received in larger numbers from outside the NCR in both Québec and Ontario.[3]

Table 2.1
Location, by province

	#	% of total
Newfoundland	0	0
Prince Edward Island	2	2.1
Nova Scotia	3	3.1
New Brunswick	4	4.1
Québec, not NCR	10	10.3
Ontario, not NCR	10	10.3
NCR	49	50.5
Manitoba	5	5.2
Saskatchewan	4	4.1
Alberta	4	4.1
British Columbia	5	5.2
Yukon	0	0
Northwest Territories	1	1.0
Nunavut	0	0
Total	***97***	***100.0***
Location, by region		
NCR	49	50.5
Outside NCR	48	49.5
Total	***97***	***100.0***

Responses were received in English from 88% of the respondents. All but one of the 12 responses in French were from outside the NCR (Quebec (9), NB (1), and Ontario (1).

Q2. Name of department or agency

In total, 68 organizations were surveyed (Appendix, Table A). Of these, representatives of 52 or 76% responded to the survey.

[3] It is not possible to determine if the distribution of responses by location was similar to the distribution of CFL members by location. The information of members by location was not available, and freqently the member surveyed, passed the questionnaire on to someone else, or several others for completion.

Q3. Is there a particular responsibility centre(s) responsible for the management of published material?

Sixty-eight percent of respondents (or 64) said that there is a responsibility centre for the management of published material. This responsibility rests within several areas in the numbers indicated below[4]:

- 30 - library;
- 13 – communications/public affairs;
- 4 – information services;
- 2 - marketing;
- 2 – publishing;
- 2 – research;
- 2 - other - reference and documentation centres (in organizations that do not have libraries); and
- 4 – do not know.

In some situations, "information services" may be considered libraries. If this is the case, about 57% of respondents identified libraries as responsible for the management of published material.

Questions 4a to 4m asked MGIH officials to rate on a scale of 1 to 5, the extent to which they agreed with several statements on the implementation of the MGIH policy relative to published material. In calculating positive/favourable response, the "agree" and "strongly agree" categories were combined; and are reported below. Question 5 asked those that "strongly disagreed" or "disagreed" to provide an explanation. Although not all that "disagreed" or strongly disagreed" elaborated on their ratings, the comments provided will be summarized.

[4] This will not add to 64, because not all respondents identified the location of the responsibility centre.

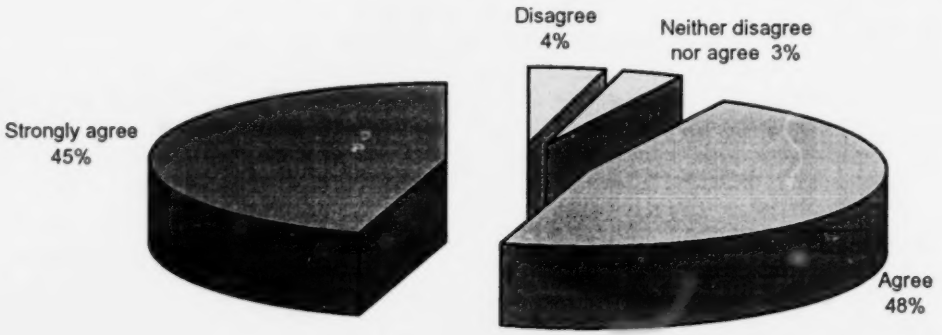
Q4a. Information holdings are available for public dissemination

Ninety-three percent of respondents agreed that information holdings are available for public dissemination (Figure 2.1). Of the 4% that disagreed with this statement, most noted that some of their departmental publications contain highly classified/sensitive or restricted information that is not available to the public.

The proportion that agreed with this statement appears to have increased significantly over the 1999 survey – from 71%.

CFL members in the NCR and outside, agreed with this statement in similar proportions (92% and 94%, respectively).

Figure 2.1
Q4a. Published material is available for public dissemination



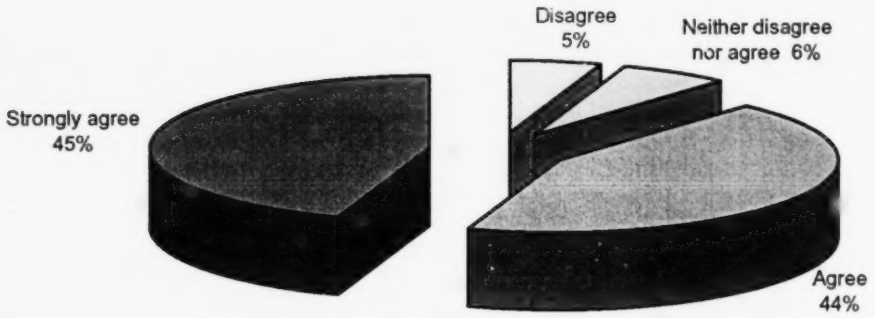
Q4b. Information holdings are available for use by other institutions within the government

A slightly smaller proportion - 89% of responding departments agreed that their information holdings are available for use by other institutions within the government (Figure 2.2). The 11% that disagreed with this statement did so for the same reasons stated in Question 4a.

The proportion that agreed with this statement also appears to have increased significantly over the 1999 survey – from 68%.

CFL members in the NCR and outside, agreed with this statement in similar proportions (90% and 87%, respectively).

Figure 2.2
Q4b. Published material is available for use by other institutions within the government



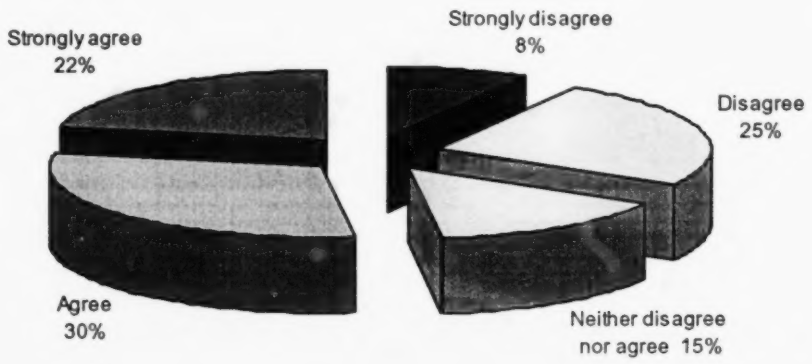
Q4c. All published material is deposited in the institution's library

Fifty-two percent of responding institutions agreed with the statement that all publications are deposited in their library (Figure 2.3). The majority of the 33% that disagreed with this statement did so because the libraries are unable to systematically acquire and track all publications, especially when departments are highly decentralized. They do not do not know of their existence because no single point of contact exists to ensure coordinated production/disposition of all published departmental publications. Two noted that they have a particularly difficult time with publications where the authors simply refuse to send their publications to the library even though the research was funded by the department. In addition, not all producers of information meet deposit requirements. For example, Federal Court decisions are "unpublished" by definition. Others have confidential reports that are not available in the library, but are sent to the National Archives.

The proportion that agreed with this statement also appears to have decreased since the 1999 survey – from 68%, probably as a result of widening the scope to include CFL members in libraries outside the NCR who were more likely to comment on the problems of decentralized libraries.

CFL members in the NCR and outside, agreed with this statement in similar proportions (54 and 50%, respectively)

Figure 2.3
Q4c. All published material is deposited in the institution's library

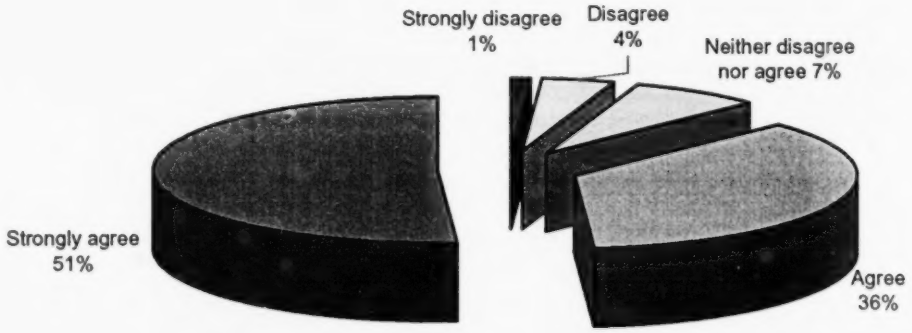


Q4d. Published material is catalogued according to established standards

Eighty-seven percent agreed that published material is catalogued according to established standards (Figure 2.4). Of the departments that disagreed with this statement (5%), one stated that given the department's limited number of publications, it does not have a library with full library services. Another respondent has been using indexing systems and computer hardware which supports their requirement to safeguard classified material, while yet another uses a simple vertical file arrangement for their publications.

The responses to this question, between the two surveys, and in and outside the NCR are very similar.

Figure 2.4
Q4d. Published material is catalogued according to established standards

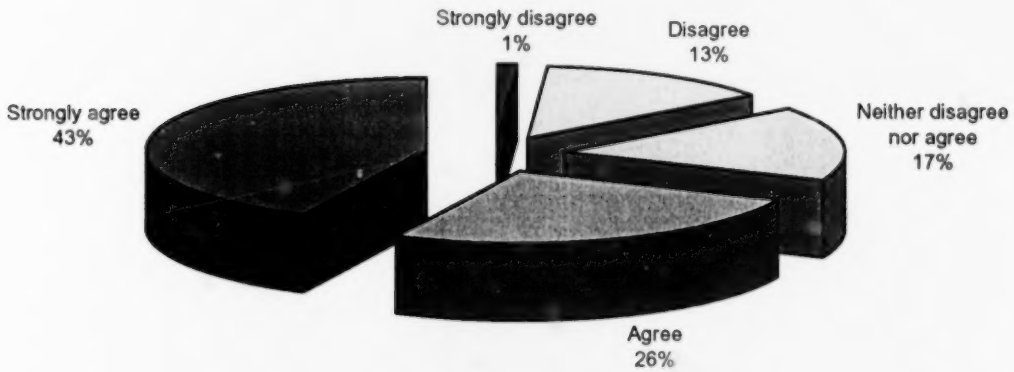


Q4e. The resulting cataloguing information is made available to other libraries

While 69% agreed that their cataloguing information is made available to other libraries (Figure 2.5), 14% disagreed with this statement. Those who do not catalogue, who use simple vertical files, and whose material is classified, would not be able to make this information available.

It appears as though the extent to which cataloguing information is available has remained about the same since the 1999 survey (72% agreed), and that respondents in the NCR are more likely to agree with this statement than those outside (74% vs. 63%).

Figure 2.5
Q4e. The resulting cataloguing information is made available to other libraries



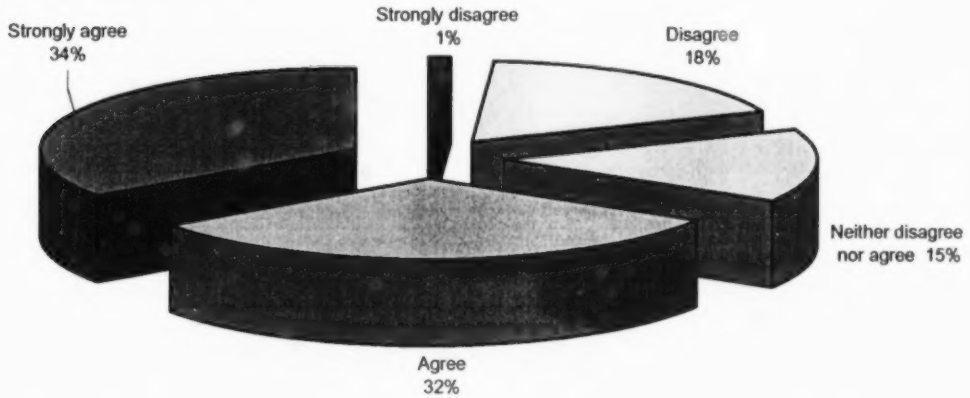
Q4f. All material published by the institution is easily accessible to decision makers within the institution

Although 66% of responding departments agreed that all material published is easily accessible to their decision makers (Figure 2.6), 19% disagreed with this statement. The vast majority of those who disagreed stated that because they are in a decentralized environment they have no single point of contact to ensure coordinated production, cataloguing, disposition and tracking of all published departmental publications.

The increased number of respondents from outside the NCR commenting on the decentralized environment is reflected in what appears to be a decrease in the proportion that agreed with this statement in 1999 (78%).

Similar proportions of respondents in and outside the NCR agreed with this statement (64% and 69%, respectively).

Figure 2.6
Q4f. All material published by the institution is easily accessible to decision makers within the institution



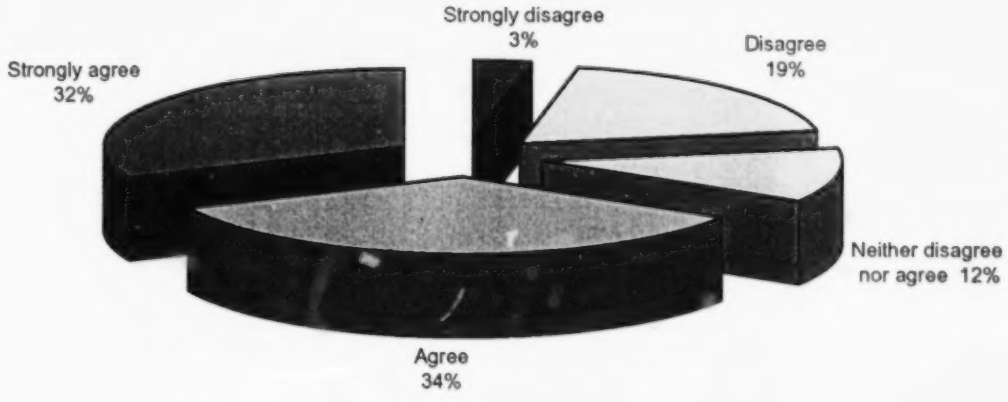
Q4g. All material published by the institution is available to the public on request

While 66% of respondents agreed with this statement (Figure 2.7), the most commonly cited reasons by the 22% that disagreed was that material in the library does not comprise all departmental publications; and some publications are classified and, therefore, not available to the public.

In 1999, slightly more - 76% - agreed with this statement.

Respondents in and outside the NCR agreed with this statement in almost equal proportions (68% and 66%, respectively).

Figure 2.7
Q4g. All material published by the institution is available to the public on request



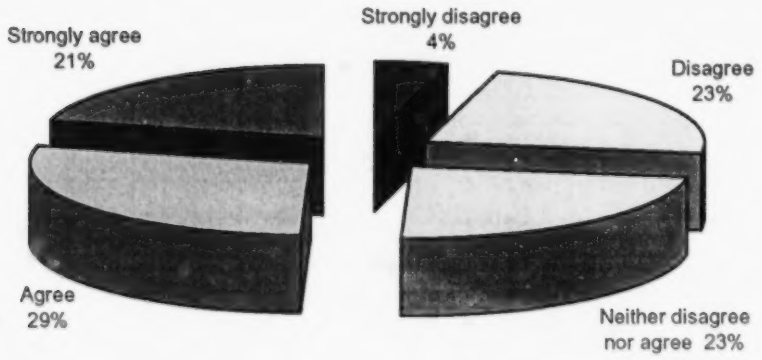
Q4h. The institution manages electronic publications on a basis consistent with other forms of media

Figure 2.8 demonstrates that 50% of respondents agreed with the statement that they manage electronic publications on a basis consistent with other forms of media. The main reasons offered by the 27% who disagreed include the absence of a policy for the deposit, conservation and archiving of electronic publications, the classification of the information, and the lack of systematic deposit. It was also noted by one person that the website is managed by teams in the Information Services division who may not be aware that the website could/should be archived in the same manner as print publications.

The 2002 survey indicates a slight decrease from the 1999 version, when 57% agreed with this statement.

Fifty-four percent of respondents in the NCR agreed while somewhat fewer outside the NCR (45%) agreed that their institution manages electronic publications as they do other forms of media.

Figure 2.8
Q4h. The institution manages electronic publications on a basis consistent with other forms of media



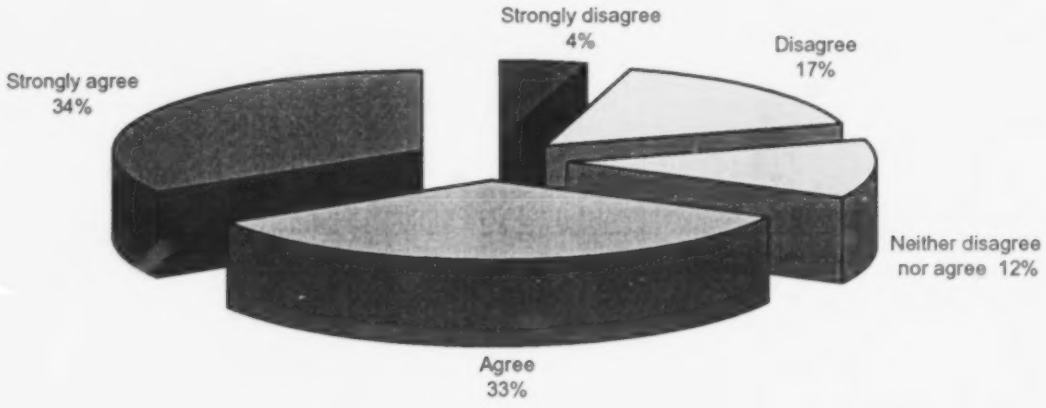
Q4i. Institutional publications are stored and protected in the institution's library

Sixty-seven percent of the respondents agreed that publications are stored and protected in the institution's library (Figure 2.9). Of the 21% that disagreed, most pointed out that because not all information is received, it could not be stored and protected. Others mentioned that while print publications are stored and protected, electronic publications were not.

The increased number of respondents from outside the NCR commenting on their inability to collect all publications for storage and protection, may account for what appears to be a decrease in the proportion that agreed with this statement in 1999 (84%).

A larger proportion of respondents outside the NCR agreed with this statement (73%) than those in the NCR (61%).

Figure 2.9
Q4i. Institutional publications are stored and protected in the institution's library

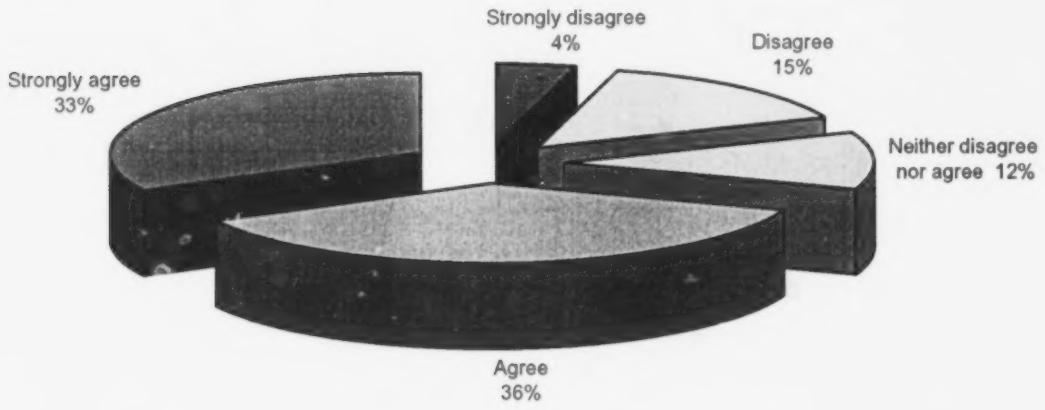


Q4j. The institution's published material is managed for long-term access and accountability.

Slightly more than two thirds (69%) agreed that the institution's published material is managed for long-term access and accountability (Figure 2.10). The 19% who disagreed once again raised the issues around multiple decentralized libraries and the lack of a coordinated approach to ensure consistent management of all published departmental publications.

Respondents outside and in the NCR agreed with this statement in almost equal proportions (71% and 68%, respectively).

Figure 2.10
Q4j. The institution's published material is managed for long-term access and accountability



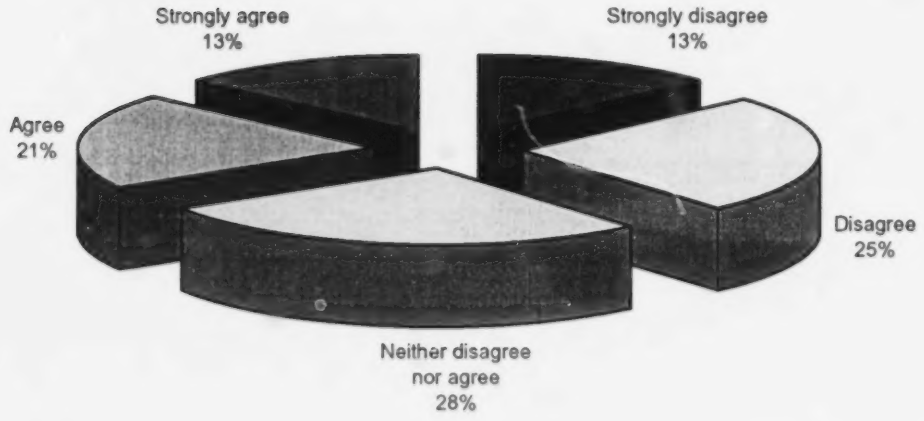
Q4k. The institution archives versions of its website for long-term access and accountability.

Only 34% agreed that their institution archives versions of its website for long-term access and accountability (Figure 2.11). The majority of the 39% that disagreed with this statement reported that they currently have no policy, or that they are currently developing a policy. Some are not archiving due to technical considerations, while others are archiving versions of documents on the website, but not the entire site. Yet others appear to be unaware that the website could/should be archived in the same manner as print publications.

It is interesting to note that of the 13 questions in this section, this has the highest percentage reporting "neither disagree nor agree" (28%), and the lowest percentage reporting that they agree with this statement. This is an important question in terms of gauging the degree of change that is occurring in electronic publishing.

Respondents outside the NCR are only slightly more likely to agree with this statement, than those in the NCR (37% vs. 31%).

Figure 2.11
Q4k. The institution archives versions of its website for long-term access and accountability

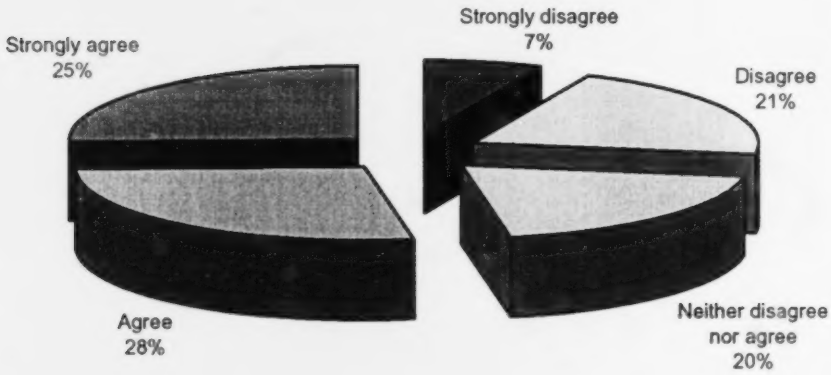


Q4l. All published material is deposited in the National Library of Canada.

Slightly more than half (53%) of the respondents agreed that all published material is deposited in the NLC (Figure 2.12). Most of the 28% who disagreed again raised the issues of decentralized libraries and the lack of coordinated management. If these libraries cannot collect published material, they cannot deposit it with the NLC. One individual explained that while their print material goes to the NLC, their electronic media does not, because it is not catalogued.

Of the 13 questions in this section, this one presents the greatest disparity in agreement between responses from in and outside the NCR (59% vs. 47%).

Figure 2.12
Q4l. All published material is deposited in the NLC



Q4m. Cataloguing information about the published material is reported to the National Union Catalogue to be included in AMICUS.

Less than half (47%) agreed that cataloguing information about their published material is reported to the NUC to be included in AMICUS (Figure 2.13). Of the 39% who disagreed, several claimed that their libraries follow a standard different from the NLC, and as a result it is not compatible with AMICUS. Libraries for very small organizations explained that they had limited resources performing cataloguing, research, and other tasks.

Respondents from the NCR were more likely to agree with this statement than those from outside (51% vs. 44%).

Figure 2.13
Q4m. Cataloguing information about the published material is reported to the National Union Catalogue to be included in AMICUS

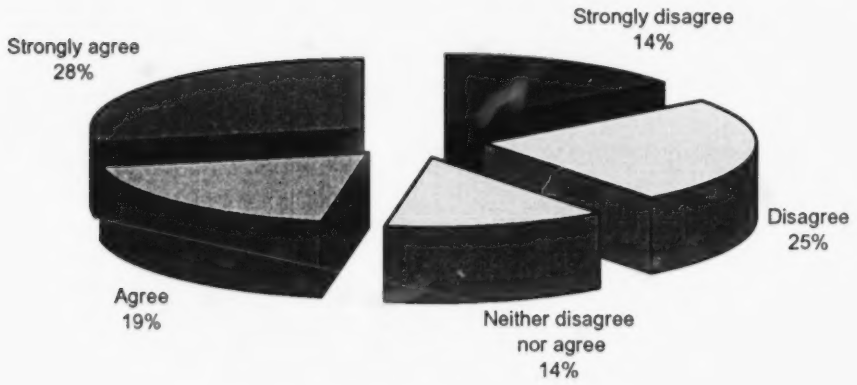


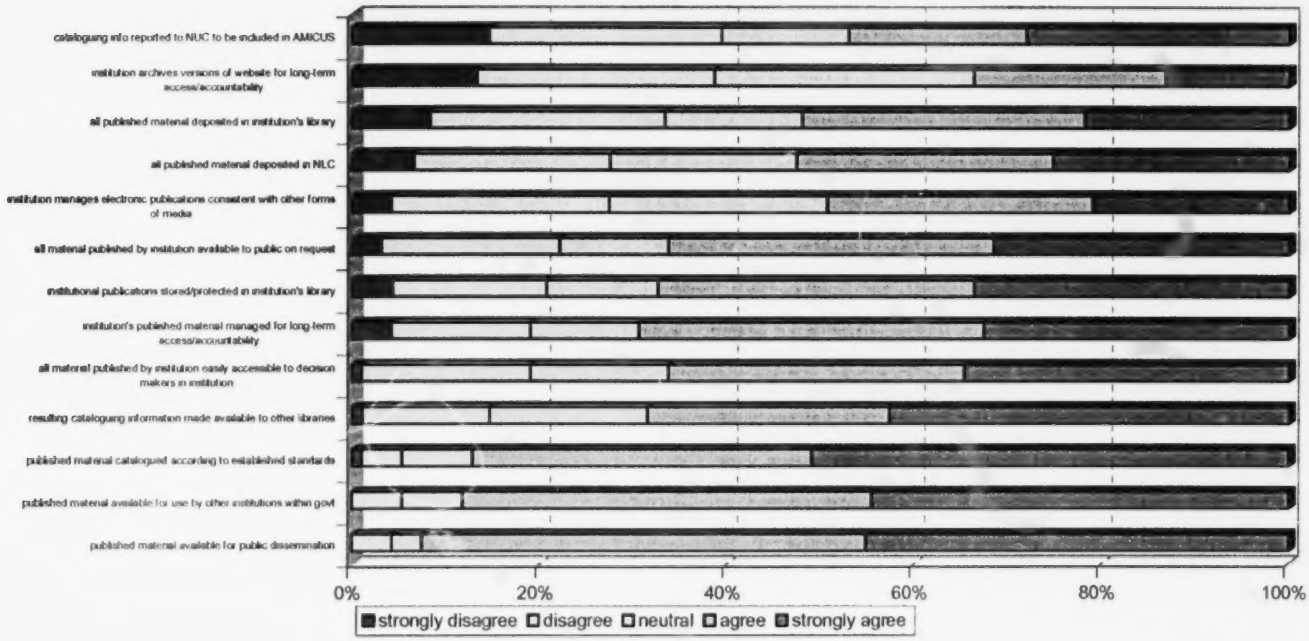
Figure 2.14 summarizes and compares the extent to which respondents agreed and disagreed with the statements in questions 4a to 4m relating to the organization, transmission, use and retrieval of published material. Respondents were most likely to agree with the following statements:

- information holdings are available for public dissemination (93%);
- information holdings are available for use by other institutions within the government (88%); and
- published material is catalogued according to established standards (87%);

Conversely, they were most likely to disagree with the following statements

- cataloguing information about the published material is reported to the NUC to be included in AMICUS (39%)
- the institution archives versions of its website for long-term access and accountability (39%); and
- all published material is deposited in the institution's library (28%).

Figure 2.14
Q4a to Q4m. Organization, transmission, use and retrieval of published material


cataloguing info reported to NUC to be included in AMICUS
institution archives versions of website for long-term access/accountability
all published material deposited in institution's library
all published material deposited in NLC
institution manages electronic publications consistent with other forms of media
all material published by institution available to public on request
institutional publications stored/protected in institution's library
institution's published material managed for long-term access/accountability
all material published by institution easily accessible to decision makers in institution
resulting cataloguing information made available to other libraries
published material catalogued according to established standards
published material available for use by other institutions within govt
published material available for public dissemination
0%
20%
40%
60%
80%
100%
strongly disagree
disagree
neutral
agree
strongly agree

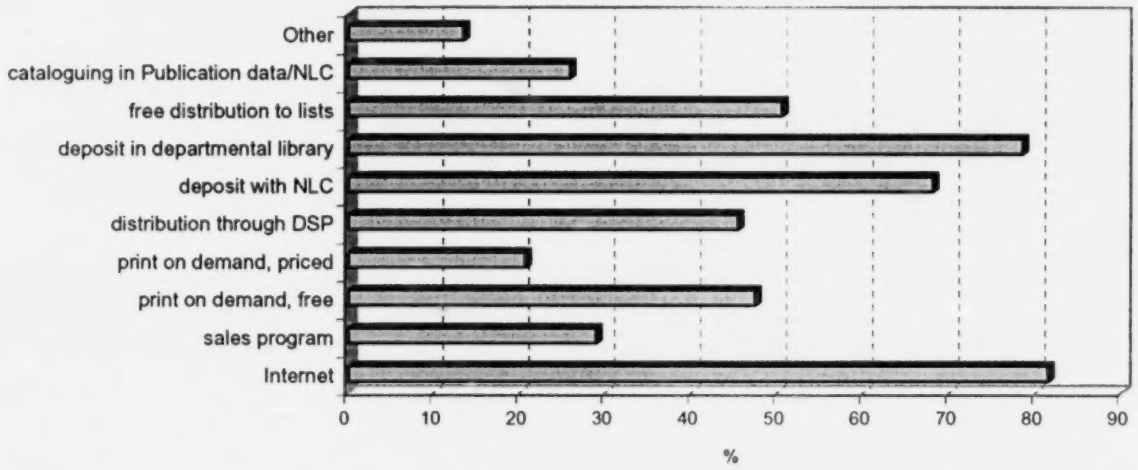
Q6. What vehicles do you use to make departmental publications available to the public?

Departmental publications are most commonly made available to the public through the Internet (81%), on deposit in the departmental library (78%), and deposit with the NLC (68%) (Figure 2.15). Other distribution methods noted included author direct, and partnership with university and commercial vendors.

Libraries in the NCR use a wider variety of distribution mechanisms than do libraries elsewhere, with the exception that the latter are more likely to distribute free publications on demand.

The extent to which departmental publications are distributed by the various means listed appears to have decreased since the 1999 survey. However, this could be explained by the slightly different populations surveyed.

Figure 2.15
Q6. What do you use to make your institutional publications available to the public?



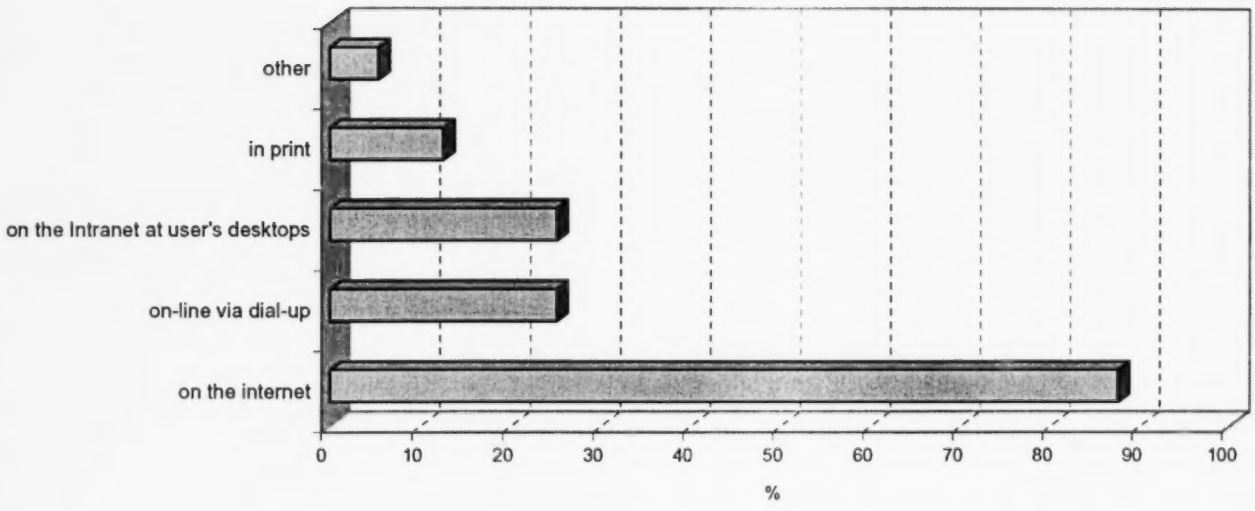
Q7. Does your department have an up-to-date publications catalogue?
Q8. If yes, how is the publication catalogue available?
Q9. If yes, what is the coverage of the publications catalogue(s)?

Only 58% of respondents claimed that their departments had an up-to-date publications catalogue (Figure 2.16). This appears to be an improvement over the 40% in the 1999 survey.

Organizations in the NCR were more likely to have an up-to-date catalogue (65%), than were those outside the NCR (52%).

This catalogue was generally available on the Internet (88%), again an increase over the 61% in the 1999 survey.

Figure 2.16
Q8. How is the publications catalogue available?

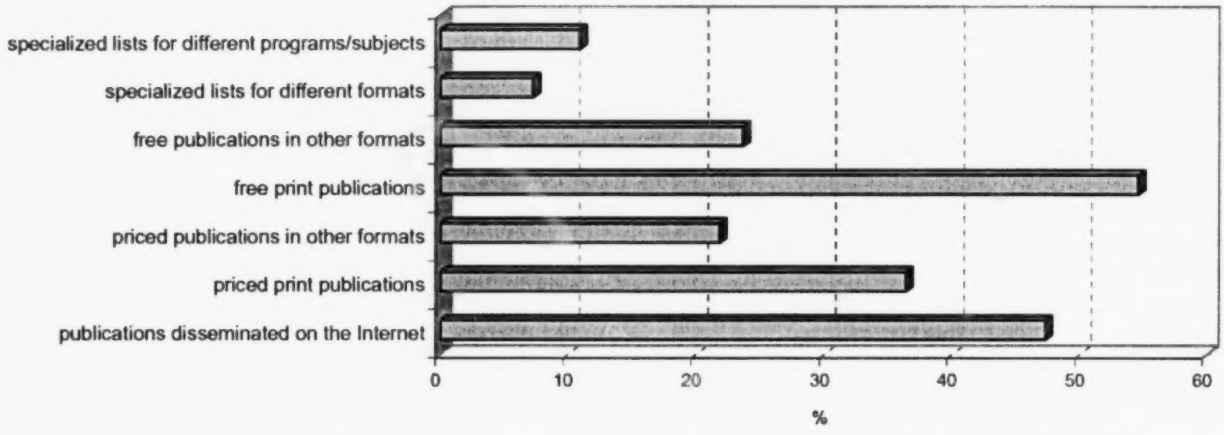


A little more than half the respondents (55%) with a publications catalogue reported that coverage includes free print publications. A further 47% include publications disseminated on the Internet, and 36% include priced print publications.

The coverage of the catalogue appears to vary somewhat between the organizations in NCR and outside. The catalogue for libraries outside the NCR are more likely to include publications disseminated on the Internet, and free print publications while the catalogue for NCR organizations is more likely to include priced publications both in print and in other formats.

This question in the 1999 survey had response categories that are not, for the most part, comparable to the 2002 version. However, since the earlier survey when only 10% reported that the publication catalogue included publications disseminated on the Internet, this proportion has increased significantly to 47% in the 2002 survey.

Figure 2.17
Q9. What is the coverage of the publications catalogue(s)?



Q10. Does your department have a departmental library?

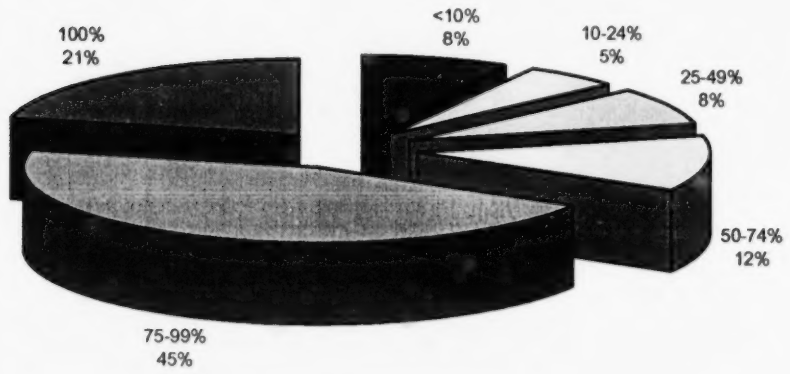
Of the 97 CFL members who responded, 93 (or 96%) have a departmental library[5]. Three departments in the NCR and one outside did not have a library as defined by the CFL[6].

In the 1999 survey, three respondents from 46 departments did not have a library.

Q11. What proportion of institutional publications is deposited in the institutional library?

Of those who could estimate the extent to which institutional publications are received for deposit in their libraries, 21% report that they receive all publications. However, the largest proportion of libraries (45%) receives between 75 and 99% (Figure 2.18).

Figure 2.18
Q11. What proportion of institutional publications is deposited in the institutional library



[5] The CFL defines a library as a self-directing body staffed by trained library/information specialists providing library/information collections and services to identified client groups within a federal government department, branch or agency, in support of the departmental mandate.
[6] These include: Western Economic Diversification, Canadian Environmental Assessment Agency, Canada Council for the Arts, and Canadian Intergovernmental Conference Secretariat.

It appears that libraries outside the NCR have a larger proportion of their publications on deposit, with 74% of respondents reporting that they have 75 to 100%. Fifty-eight percent of respondents in the NCR reported having 75-100% of their publications on deposit.

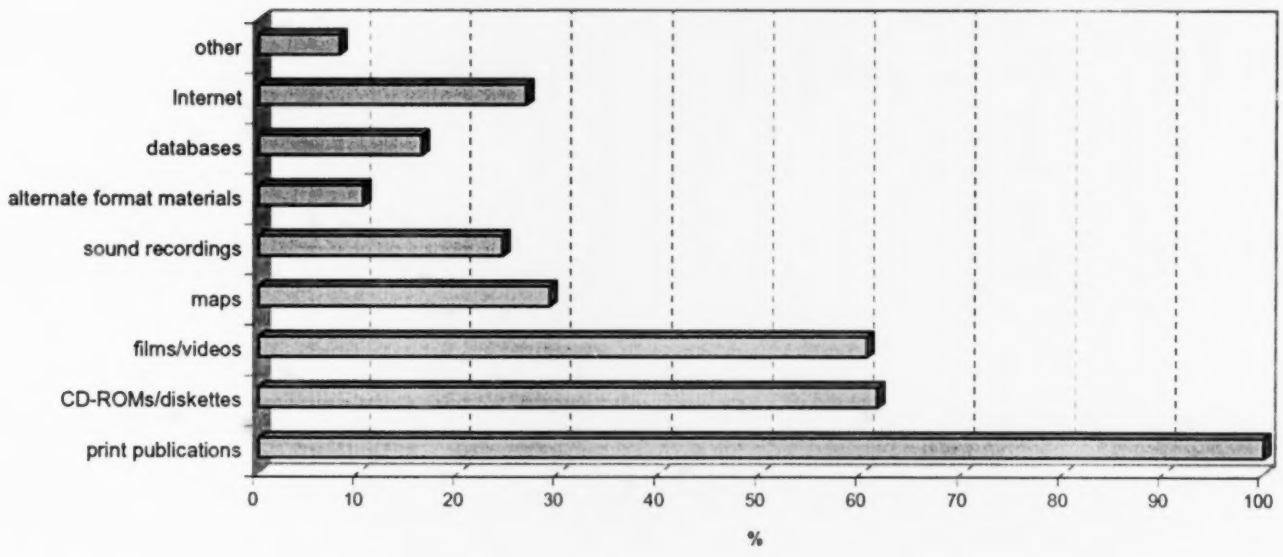
Q12. Which formats are deposited in the departmental library?

Although eight publication formats were listed, only one respondent reported that all eight formats were deposited in the departmental library (Figure 2.19). All libraries received printed matter, and only 21% received *only* printed matter on legal deposit. The next most frequently deposited material was CD-ROMs (62%), and films and videos (61%). Other formats noted include microfilm/microfiche, posters, architectural plans; photographs; slides; speeches and offprints.

The types of formats deposited in libraries in and outside the NCR varies somewhat. It appears that sound recordings, alternate format materials are more likely to be held in NCR libraries; and maps, databases and Internet files are more likely to be held in libraries outside the NCR.

For the most part, there has been an increase in the number of formats deposited since the 1999 survey, with only sound recordings and alternative formats showing a slight decrease.

Figure 2.19
Q12. Which formats of publications are deposited in the departmental library?



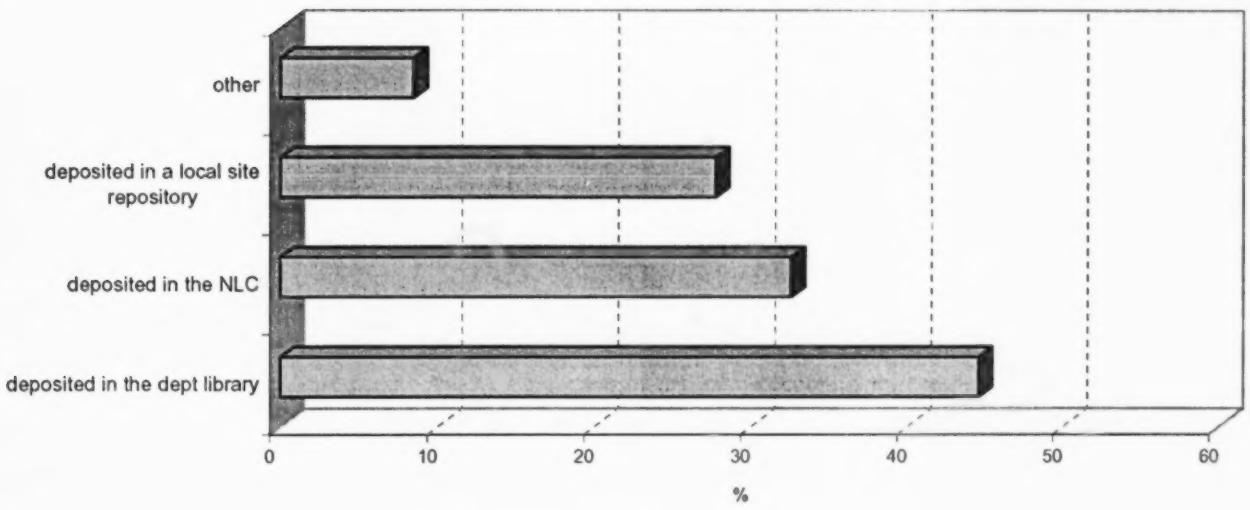
Q13. Is your electronic institutionally published material managed to ensure long-term access and accountability.
Q14. How are your institutional publications managed to ensure long-term access and accountability?

A little more than half – 52% – reported that their electronic institutionally published material was managed to ensure long term access and accountability. This response was similar for respondents in and outside the NCR. What is most notable, however, is the reverse – that 48% reported that they were *not* archiving their electronic published material.

Most deposit the material in the departmental library (45%), or the NLC (33%) (Figure 2.20). A further 29% use a local site repository. One respondent noted that publications are stored in another department's library, and another noted that an archival server will be implemented later this year, and until then, CDs will be used for storage.

Libraries outside the NCR are less likely to use the NLC, and more likely to use a local site repository.

Figure 2.20
Q14. How are your institutional materials managed to ensure long-term access and accountability?



Q15. What are the hours of operation of the departmental library?

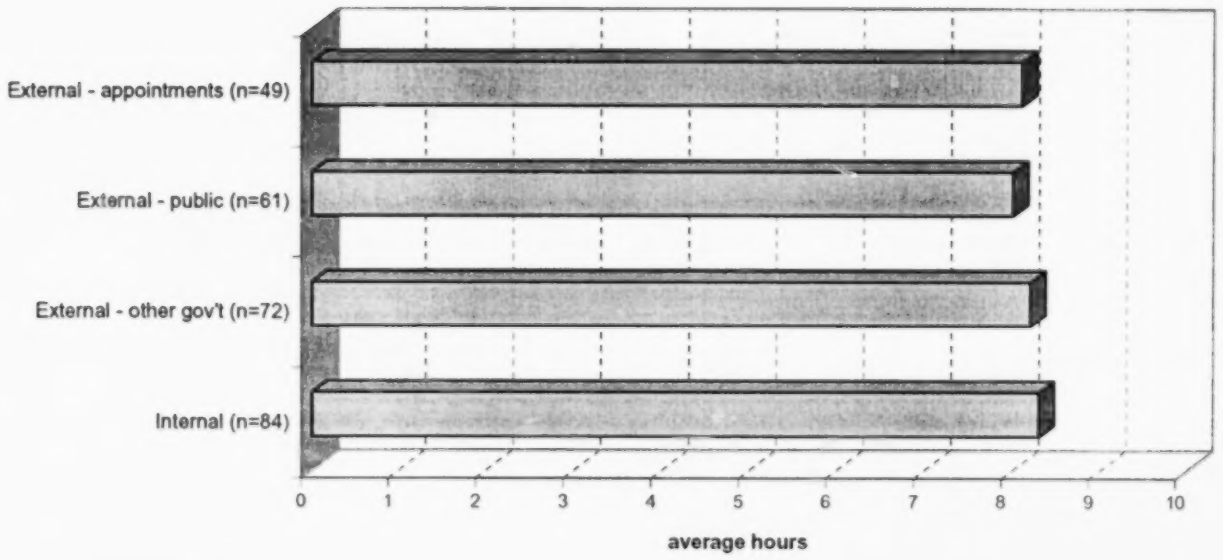
For internal clients, hours of library operation range from 2 to 12.5 hours, for an average of 8.3 hours (Figure 2.21). Six of the 84 libraries that provided information are open 24 hours a day, 7 days/week on a self-serve basis; and another five close over the lunch period. Several are open two or three days a week, and some have extended hours one evening a week.

Seventy-two libraries are open for external clients in other government departments with hours of operation ranging from 5 to 12 hours, with an average of 8.2 hours. Even fewer libraries (61) are open for external clients in the general public, with hours of operation ranging from 5 to 9 hours a day, for an average of 8.0 hours. Forty-nine libraries will make appointments for clients, with hours of operation ranging from 4 to 12 hours, or an average of 8.1 hours a day.

Libraries in the NCR and outside maintain similar hours, on average. The six libraries that are open 24/7 on a self-serve basis are located outside the NCR.

There was very little variation in hours of operation between the 1999 and 2002 surveys - except for internal clients. This is because in the 2002 results, only the hours a library was staffed were considered, and the libraries open 24 hours a day/7 days a week were removed from the calculation of averages.

Figure 2.21
Q15. What are the hours of operation of the departmental library?
(average hours)



Q16. Does your library have a policy on lending departmental publications?
Q17. To which of the following does your library lend departmental publications?

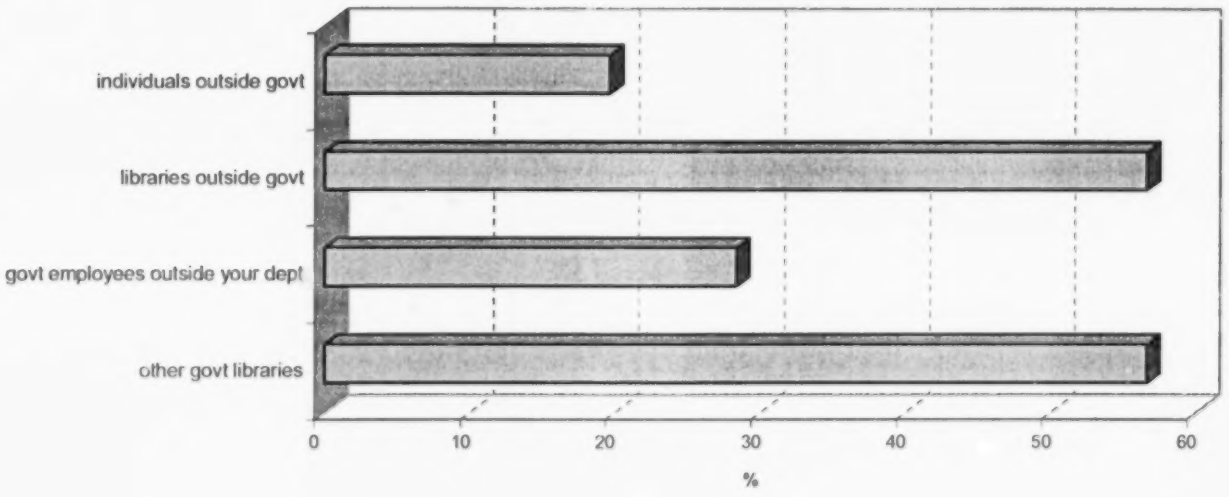
Fifty-two percent of libraries that responded have a policy on lending departmental publications. This was quite similar to the 1999 survey in which 54% had a policy. Libraries in the NCR were more likely to have a policy than those outside the NCR (57% vs. 47%).

Libraries lend publications to other government departments and libraries outside government more frequently (57%) than to government employees outside the department (28%), and individuals outside government (20%) (Figure 2.22).

This ranking is consistent for libraries both inside and outside the NCR, although those outside NCR are much more likely to lend to government employees outside the department and individuals outside government.

Comparison between the 2002 and 1999 surveys reveals what appears to be a large decrease in lending activity. In the 1999 survey, 92% of departmental libraries loaned publications to other government departments, 77% loaned to libraries outside government. In 1999, they were less likely, however to lend to government employees outside their department (39%), and to individuals outside government (21%). This apparent inconsistency can be explained by the manner in which the 2002 survey was conducted. If one responded that the library did not have a policy on lending departmental publications, the online survey would automatically skip to Question 18. In 1999, a paper- based survey, respondents could, and did answer this question. It is quite possible to lend publications even if the library does not have a policy.

Figure 2.22
Q17. To which of the following does your library lend departmental publications?



Q18. Are your holdings of departmental publications catalogued by the library?

The holdings of departmental publications are catalogued by 94% of those with libraries. This is somewhat lower than in 1999 when 98% - or one library – did not catalogue. The difference this year can be attributed to the inclusion of a larger proportion of libraries outside the NCR. Respondents from 98% of libraries in the NCR and 91% outside the NCR reported that they catalogue their departmental publications.

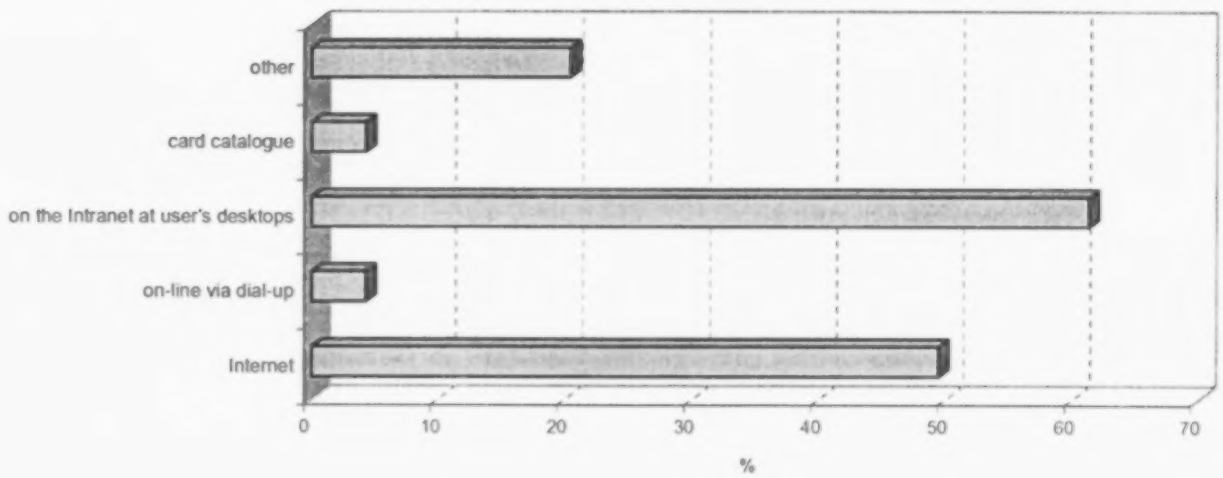
Q19. How is the library catalogue made available to your clients?

Respondents were asked to indicate in which forms the library catalogue was made available to clients. As shown in Figure 2.23, 61% of respondents noted that the catalogue was available on the Intranet at the user's desktop, and 50% said that it is available on the Internet. Only 4% (or three libraries) use dial-up or card catalogues. When asked to identify others, AMICUS, OPAC in the library, and "inMagic" were listed. In addition, one library provides the catalogue on request.

Libraries inside the NCR used a wider variety of options for making their catalogue available than did those outside the NCR. However, libraries outside the NCR were more likely than to use card catalogues.

This same question in the 1999 survey had slightly different response categories, but where these categories were similar, some changes were noted – the 2002 survey showed increase in the use of the Internet, and the decrease in the use of dial-up and card catalogues.

Figure 2.23
Q19. How is the library catalogue made available to your clients?



Q20. Are you aware of the Treasury Board Information Standard on Metadata?
Q21. If yes, are you applying this standard to your institutional Internet site?
Q22. If yes, who in your institution is applying this standard?

About two-thirds (67%) indicated that they were aware of the Treasury Board Information Standard on Metadata. Of these, 72% are applying this standard to their departmental Internet site. However, when asked who in the institution is applying this standard, only 38% noted that this responsibility resided with the Library. Of the remaining 62% who specified "other", the overwhelming response was that the webmaster or informatics group was applying the standard. In a few situations, the communications group was also mentioned.

In comparing results from the NCR with those outside the NCR, respondents in the NCR were more likely to be aware of the standard (84% vs. 50%), but fewer in the NCR were actually applying the standard (66% vs. 83%). The centre responsible for this function was only slightly more likely to be with the library, if in the NCR.

Q23. Are you aware of the Treasury Board Information Standard on Thesauri and Controlled Vocabularies?
Q24. If yes, are you applying this standard to your institutional Internet site?
Q25. If yes, who in your institution is applying this standard?

Relative to the Metadata standard, slightly fewer (57%) were aware of the Treasury Board Information Standard on Thesauri and Controlled Vocabularies. As well, fewer (44%) were applying this standard to their Internet site. The institutional library was less likely to be applying this standard than were other areas of the organization (46%). In the majority of cases, this responsibility was with the webmaster, with the informatics and communications groups playing a minor role.

As with the Metadata standard, respondents in the NCR were more likely to be aware of the standard on thesauri and controlled vocabularies, than those outside (73 vs. 42%). However, fewer in the NCR were applying this standard (31 vs. 65%) and libraries outside the NCR were more likely to be carrying out this responsibility (36 vs. 54%).

Q26. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the Canadian Book Exchange Centre (CBEC) of the National Library
Q27. Why do you not consult with or use the services of CBEC before disposal of surplus published material?

Eighty-two percent of respondents reported that their institution disposes of surplus published material through the Canadian Book Exchange Centre (CBEC) of the National Library. Of the 17 that did not, the reasons for not doing so included: unaware of existence of CBEC (4); unaware of the *National Library Act* requirement to use CBEC (4); and disposal of all information holdings via the National Archives (1).

The majority (10) indicated that there were other reasons. The most frequently cited were:

- the cost of shipping material to CBEC in Ottawa;
- a local warehouse is used for storage;
- a local recycling company will pick up discards at no cost;
- there were insufficient quantities
- most disposed materials are commercial publications;
- classification and security issues; and
- CBEC is not interested in the publications.

Libraries in the NCR were more likely to be disposing of surplus materials through the CBEC than those outside the NCR (88 and 77%, respectively). Libraries outside the NCR that did not use the CBEC mentioned the cost of shipping and the availability of local alternatives to disposal.

Compared with the 1999 results, the proportion using CBEC was almost equal - 84% in 199, and 82% in 2002. However, respondents in 1999 were more likely to note their lack of awareness of CBEC or the NLC Act requirements to use CBEC. The "other" reasons were the same – cost, security, insufficient quantities, and lack of CBEC interest in their publications.

Q28. Have you contacted the National Library within the past year for assistance in managing institutional published materials?
Please indicate your level of satisfaction with this assistance.

The 1999 survey asked what assistance the NLC could provide in implementing the MGIH policy. Most respondents (68%) felt that the NLC could assist them in the provision of advice on managing their materials, while 48% felt that advice on preservation and/or conservation would be useful. The provision of back-up collection and service for departmental publications, and cataloguing data were seen as less important, with 38% and 28% responding that the NLC could assist them in implementing the policy.

The 2002 survey asked specifically if respondents had contacted the NLC for this type of assistance. The largest number (40%) had contacted the NLC for cataloguing data, and much fewer sought assistance for managing institutional published material (14%),

preservation and/or conservation advice (12%), and back-up collection and service for institutional publications (11%). Another 33% contacted the NLC for other reasons:

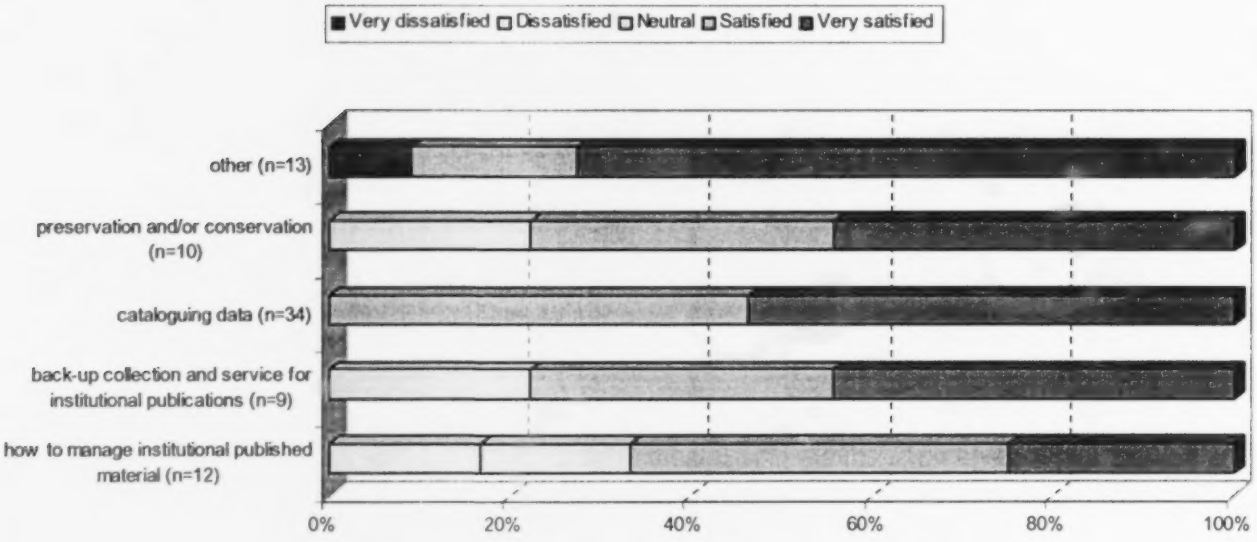
- CBEC, either to deposit or to order;
- interlibrary loans;
- uploading MARC records to AMICUS; and
- deposit of electronic publications.

It is apparent that the extent to which respondents actually sought assistance from the NLC was not to the extent predicted in the 1999 survey.

Figure 2.24 indicates that for the most part, those who received assistance from the NLC were either satisfied or very satisfied with the advice. In particular, all 34 respondents who received advice on cataloguing data were either satisfied or very satisfied.

Not all who were dissatisfied or very dissatisfied provided an explanation. However, one individual dissatisfied with advice on managing institutional published material, pointed out that because legal deposit is separated by format (electronic and hard copy), it was difficult to get an answer on what their obligations were and what exactly the NLC wanted. One person was very dissatisfied when seeking advice on inter-library loans, but did not specify a reason.

Figure 2.24
Q28. Satisfaction with advice from NLC



CHAPTER 3

RECOMMENDATIONS

The August 1996 review of the MGIH policy conducted by the Evaluation, Audit and Review Group at TBS determined that the application of the policy was not a factor in the majority of the management activities in departments, and that its application was sporadic, at best. Several impediments to its implementation were identified and stressed the need for policies and direction from the centre that more closely reflect departments' business functions and program activities. While the recommendations did not specifically mention published material or the NLC, they did emphasize the increased role of information management technology, the development of standards and measures for assessing performance; the identification of accountability; and the clarification and communication of the new policy by TBS.

As in the 1996 review, the 1999 baseline MGIH Officials' survey conducted by CAC revealed a lack of compliance with several key elements of the MGIH Policy as it relates to published material. In addition, it was suggested by respondents to the survey, that the policy was treated as a 'guideline' – that TBS guidelines with no policing have no teeth, and that there needs to be greater accountability for non-compliance.

The objectives of this project were to:

- identify the level of awareness, and compliance with the Policy;
- identify areas in which the NLC can assist in the implementation of the Policy; and
- compare these results to the survey conducted in 1999.

Consistent with the 1999 Survey recommendations regarding survey design, the 2002 Survey was distributed to librarians in all departments and agencies to which the policy applies; it included both centralized or headquarters functions, as well as decentralized functions in the regions; and it added questions on new media, metadata, thesauri, and the level of satisfaction with the services provided by NLC in support of the implementation of the Policy.

As in the 1999 survey, the 2002 version demonstrated that the responsibility centre for the implementation of policy as it relates to published material resides within a variety of areas within federal institutions – libraries, communications/public affairs, information services, marketing, publishing, and research. That the management of published information holdings is multidisciplinary in nature poses some challenging planning issues. Communication within departments and agencies, and communications from TBS are key to the success or shortcomings of the application of the policy. It is recommended that the NLC continue to exercise leadership in the promotion in the policy and sharing of best

practices as it relates to published material, by communication within the federal library community.

This survey highlighted a lack of compliance with several key elements of the MGIH Policy as it relates to the organization, transmission, use and retrieval published material. It is recommended that the NLC followup to increase awareness of the requirements for:

- cataloguing information about the published material is reported to the NUC to be included in AMICUS;
- archiving versions of websites for long-term access and accountability;
- depositing all publications in the institution's library;
- depositing all published material in the NLC;
- managing electronic publications on a basis consistent with other forms of media;
- ensuring that all material published by the institution is available to the public on request;
- storing and protecting institutional publications in the institution's library;
- ensuring that all material published by the institution is easily accessible to decision makers with in the institution; and
- managing the institution's published material for long-term access and accountability.

As noted in both the 1999 and 2002 surveys, a growing class of publishing is still not being "mainstreamed". A large percentage do not manage electronic publications on a basis consistent with other forms of media, and some mentioned the absence of a policy for the conservation and archiving of electronic publications, the classification of the information and the lack of a systematic deposit. However, the 2002 survey demonstrated that there has been an increase in the variety of formats deposited since the earlier survey. With a wider geographic scope, the 2002 survey highlighted the issue of decentralized libraries and the lack of consistency in production, cataloguing, disposition and tracking of departmental publications. Decentralized organizations may also lack a corporate culture which inhibits implementation of policy consistently across the organization. It is recommended that NLC, in consultation with departments, develop and promulgate policy as it relates to the new media and standards for cataloguing, storing, and preserving these formats.

Publication catalogues are an important way to access departmental publications. While there has been an improvement since the 1999 survey, 42% still do not have an up-to-date catalogue. This remains a concern if the government is to provide timely and accurate access to its published resources. This is an area where departments and agencies have made strides in making the catalogue available on the Internet – even though it may not be up-to-date. The NLC should followup to emphasize the timeliness of the publication catalogue.

One-fifth of the libraries have all their institution's publications on deposit in their library. The NLC should capitalize on this finding by documenting the best practices of these organizations and sharing them with the federal library community.

In the majority of organizations, the responsibility for the application of the TBS standards on Metadata and Thesauri and Controlled Vocabularies was with webmasters, informatics groups, and communication groups. It was specifically noted that websites are managed by

teams in other groups who may not be aware that the website could/should be archived in the same manner as print publications. This poses some challenging planning issues for the Metadata Action team of the CFL as well as the NLC. It is recommended that they work closely with the Information Management Forum to ensure a consistent approach.

The majority of respondents reported that their institution disposes of surplus published material through the Canadian Book Exchange Centre (CBEC) of the National Library. Of those that did not, several cited that they were unaware of the existence of CBEC or of the *National Library Act* requirement to use CBEC. Most – especially those outside the NCR - mentioned reasons other than the lack of knowledge: the cost of shipping material to CBEC in Ottawa; the availability of local warehouses for storage; and an arrangement with a local recycling company that will pick up discards at no cost. Yet others noted that they had insufficient quantities of publications; the commercial nature of their publications; classification and security issues; or CBEC's lack of interest in their publications. The NLC should followup to advise these institutions about the statutory requirements of the *Act*; clarify with them their roles and responsibilities; and provide them with alternatives. For example, those outside the NCR who mentioned the cost of shipping, and insufficient quantities might share the cost of a larger shipment with other libraries.

The types of formats deposited in libraries in and outside the NCR varies somewhat. It appears that sound recordings and alternate format materials are more likely to be held in NCR libraries; and maps, databases and Internet files are more likely to be held in libraries outside the NCR. Organizations are not able to systematically acquire and track all publications in all formats, especially when they have multiple decentralized libraries. In such an environment they have no single point of contact to ensure coordinated production, cataloguing, and disposition all published departmental publications. As well, libraries for very small organizations – generally outside the NCR – have limited resources performing cataloguing, research, and other tasks. The NLC in collaboration with the CFL through their membership in the departments, could assist these regional and smaller libraries by providing more support by ensuring the required systems, tools and resources are available.

Finally, it is recommended that the NLC continue to conduct this survey on a regular basis, as a means of monitoring levels of knowledge of and compliance with the new policy. The first survey had provided useful baseline information for comparison with current results. Should the NLC repeat this survey, most of the questions should remain the same for comparison purposes. However, several recommendations regarding additional survey content and design are suggested.

Recently, initiatives relating to information management have been undertaken by the NLC, TBS, and the CFL. It would, therefore, be useful to include questions about the knowledge of, the use of and satisfaction with the tools and resources now available – for example: the NLC's the web page on Canadian Thesauri and Controlled vocabularies, TBS's Information Management Resource Centre, and the CFL Metadata Action Team.

The 2002 survey highlighted the increased use of e-publishing since the earlier survey. Respondents noted that this format is still not managed on a basis consistent with other forms of media. It is recommended that the next survey include questions on best practices for the cataloguing, storage and preservation of electronic media.

With the new policy to take effect later in the year, additional questions to gauge knowledge of and compliance with the policy should be added in areas where it differs from the current policy.

It appears that several departmental corporations and branches designated as departments for purposes of the *Financial Administration Act*, do not have membership in the CFL. The list of potential respondents should be up-dated to include all librarians and others with direct responsibility for libraries – even those who are not members of the CFL – in all departments and agencies to which the policy applies.

Because this survey is not anonymous, it is possible to determine who has, and who has not responded. It is quite possible that with respect to characteristics of interest in this survey, the non-respondents may be different from the respondents. It was noted that most of the non-responsive departments/agencies were small, although there were at least two large well-established libraries that did not respond. Therefore, it is suggested that to improve the response rate, once the on-line survey is closed, phone surveys be conducted with non-respondents.

Appendix A
Departments and Agencies Surveyed

Appendix A Departments and Agencies Surveyed				
	2002		1999	
Department or Agency	**Surveyed**	**Received**	**Surveyed**	**Received**
Agriculture and Agri-Food Canada	24	9		
Atlantic Canada Opportunities Agency	1	1		
Atomic Energy Board	3			
Canada Business Service Centre	1	2		
Canada Council for the Arts	1	1		
Canada Economic Development for Quebec Regions	1			
Canada Information Office	1			
Canada Labour Relations Board	1			
Canada Mortgage and Housing	2	1		
Canadian Artists and Producers Professional Relations Tribunal				
Canadian Centre for Management Development	2	1		
Canadian Centre for Occupational Health and Safety	1			
Canadian Environmental Assessment Agency	1	1		
Canadian Food Inspection Agency	1			
Canadian Grain Commission	1	1		
Canadian Heritage	2	2		
Canadian Human Rights Commission	1			
Canadian Human Rights Tribunal				
Canadian Intergovernmental Conference Secretariat	1	1		
Canadian International Development Agency	1			
Canadian International Trade Tribunal	1	1		
Canadian Museum of Civilization	1	1		
Canadian Nuclear Safety Commission	2	1		
Canadian Radio-television and Telecommunications Commission	2	1		
Canadian Security Intelligence Service	1			
Canadian Space Agency	1	1		
Canadian Transportation Agency	1	1		
Canadian Tourism Commission	1	1		
Canadian War Museum	1	1		
Citizenship and Immigration Canada	2	1		
Civil Aviation Tribunal				
Competition Tribunal	1			
Copyright Board Canada				
Correctional Service Canada				with Solicitor General
Department of Finance Canada	1	1 with TBS		with TBS
Department of Foreign Affairs and International	1	1		

Appendix A Departments and Agencies Surveyed				
	2002		1999	
Department or Agency	**Surveyed**	**Received**	**Surveyed**	**Received**
Trade				
Department of Justice Canada	2	1		
Environment Canada	14	7		
Federal Court of Canada	2			
Fisheries and Oceans	12	8		
Hazardous Materials Information Review Commission				
Health Canada	4	2		
Human Resources Development Canada	3	3		
Immigration and Refugee Board	4	3		
Indian and Northern Affairs Canada and Canadian Polar Commission	5	2		(2)
Industry Canada	8	2		
International Development Research Centre	2	1		
Law Commission of Canada				
Library of Parliament	2	1		
Medical Research Council of Canada				
NAFTA Secretariat - Canadian Section				
National Archives of Canada				
National Battlefields Commission				
National Defence	15	10		
National Energy Board	1			
National Farm Products Council				
National Film Board	1	1		
National Library of Canada	1	1		
National Parole Board				
National Research Council of Canada	12	3		
National Round Table on the Environment and the Economy				
Natural Resources Canada	13	5		
Natural Sciences and Engineering Research Council of Canada				
Northern Pipeline Agency Canada				
Office of the Auditor General of Canada	1	1		
Office of the Chief Electoral Officer	1	1		
Office of the Commissioner for Federal Judicial Affairs				
Office of the Commissioner of Official Languages	1	1		
Office of the Correctional Investigator				
Office of the Information and Privacy Commissioners	1			
Office of the Superintendent of Financial Institutions Canada	1	1		
Patented Medicine Prices Review Board				
Privy Council Office	2	1		(2)

Appendix A Departments and Agencies Surveyed				
	2002		1999	
Department or Agency	**Surveyed**	**Received**	**Surveyed**	**Received**
Public Service Commission of Canada	1	1		
Public Service Staff Relations Board	1			
Public Works and Government Services Canada	2	2		
RCMP External Review Committee	1			
RCMP Public Complaints Commission	1	1		
Registry of the Federal Court of Canada	1	1		
Revenue Canada				
Royal Canadian Mounted Police	2	1		(2)
Security Intelligence Review Committee				
Social Sciences and Humanities Council of Canada				
Solicitor General Canada	1	1		with Correctional Services
Statistics Canada	1	1		
Status of Women Canada				
Supreme Court of Canada	2	1		
Tax Court of Canada				
Transport Canada	3			
Transportation Safety Board of Canada				
Treasury Board of Canada, Secretariat	1	1 with Finance		with Finance
Veterans Affairs Canada	2	1		
Western Economic Diversification Canada	1	1		
TOTAL- # departments (# individuals surveyed)	***68 (190)***	***52 (97)***	***60[7]***	***49***

[7] Although this total reflects the number of organizations surveyed, there were, in fact, 58 possible responses because Correctional Services Canada and Solicitor General Canada share library services; as does Department of Finance Canada and Treasury Board Secretariat.

Appendix B - Introduction letter

March 14, 2002

Subject: Management of Government Publications Survey

Dear Colleague,

The National Library of Canada is a federal institution whose main role is to acquire, preserve and promote the published heritage of Canada. The Library is recognized as one of the nation's foremost centres for Canadian content. I am writing to inform you that, on behalf of the National Library of Canada, Consulting and Audit Canada (CAC) is conducting a Survey on the Management of Government Publications. We are inviting all heads of federal libraries to participate by completing a web-based questionnaire (http://infopoll.net/Live/surveys/s16133.htm).

The Survey of Management of Government Information Holdings (MGIH) Officials was conducted by Consulting and Audit Canada for the National Library of Canada in 1999 (nlc-bnc.ca/10/8/a8-1012-e.html). The purpose of the new questionnaire is to update information on the management of published government material, to identify current practices and to examine the efficiency and effectiveness of these practices. The study will also examine the impact of electronic publishing and Internet delivery on these practices.

By sharing the knowledge and experience of your institution, you will give the National Library of Canada a better understanding of the strengths and weaknesses of the management of published material. In addition, the Chief Information Officer Branch at Treasury Board Secretariat is in the process of updating the Management of Government Information Holdings Policy in order to better reflect current Government Online initiatives. The National Library plans to share the findings of the survey with them to help plan next steps with regard to published material.

If you require any further information about the survey, do not hesitate to contact Linda Bruce, CAC, by phone (613-947-2432) or by e-mail (linda.bruce@cac.gc.ca <mailto:linda.bruce@cac.gc.ca>).

Sincerely,

Roch Carrier

Roch Carrier
National Librarian

Appendix C - Questionnaire

Management of Government Publications Survey

Consulting and Audit Canada (CAC) is conducting this survey for the National Library of Canada (NLC).

The Chief Information Officer Branch at Treasury Board Secretariat is in the process of updating the Management of Government Information Holdings Policy in order to better reflect current Government Online initiatives. The purpose of the revised policy will be to ensure that information under the control of the Government of Canada is managed effectively and efficiently throughout its life cycle. Government Institutions must manage information in a manner that supports informed policy and decision-making and the delivery of high-quality programs, services and information through a variety of channels.

The Survey of Management of Government Information Holdings (MGIH) Officials was conducted by CAC for the NLC in 1999 (www.nlc-bnc.ca/10/8/a8-1012-e.html). The purpose of this new questionnaire is to update information on the management of published government material, to identify current practices and to examine the efficiency and effectiveness of these practices. The study will also examine the impact of electronic publishing and Internet delivery on these practices. By sharing your knowledge and experience you will give the National Library of Canada and Treasury Board Secretariat a better understanding of the strengths and weaknesses of the management of published material.

Please take a few minutes to complete this questionnaire and submit your response electronically by, selecting the submit button at the end of the questionnaire.

If you require any further information about the survey, do not hesitate to contact us at CAC.

Linda Bruce
613-947-2432
linda.bruce@cac.gc.ca

Definitions

This glossary is to present definitions of terms used in this questionnaire.

Integration: The extent to which institutions have ensured that management of information holdings is included and coordinated as an integral part of the corporate management process.

Published material: In this policy, the term "published material" is used in the context of the National Library and the National Library Act. For the purposes of this policy, published material is library matter of every kind, nature and description resulting from the act of publishing and released for public distribution or sale. Publications include material such as books, maps, periodicals, documents, working or discussion papers, audio or video recordings, online/networked publications (both static and dynamic), and compact disks. Publications can be in any format on or in which information is written, recorded, stored or reproduced. The National Library provides guidance on which documents on a government Internet site will be considered to be "books" for the purposes of the National Library Act.

For more information: The Information Management Resource Centre at Treasury Board Secretariat (http://www.cio-dpi.gc.ca/im-gi/index_e.asp) has a wealth of information on standards, policies and best practices with respect to published government material.

1. **Location**

- ☐ Newfoundland
- ☐ Prince Edward Island
- ☐ Nova Scotia
- ☐ New Brunswick
- ☐ Quebec, outside NCR
- ☐ Ontario, not NCR
- ☐ NCR
- ☐ Manitoba
- ☐ Saskatchewan
- ☐ Alberta
- ☐ British Columbia
- ☐ Yukon
- ☐ Northwest Territories
- ☐ Nunavut

2. **Name of department or agency**

3. **Is there a particular responsibility centre(s) responsible for the management of published material?**

- ☐ Yes. Please identify responsibility centre(s):
- ☐ No

4. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	n/a
a. Published material is available for public dissemination.	☐	☐	☐	☐	☐	☐
b. Published material is available for use by other institutions within the government.	☐	☐	☐	☐	☐	☐
c. All published material is deposited in the institution's library.	☐	☐	☐	☐	☐	☐
d. Published material is catalogued according to established standards.	☐	☐	☐	☐	☐	☐
e. The resulting cataloguing information is made available to other libraries.	☐	☐	☐	☐	☐	☐
f. All material published by the institution is easily accessible to decision makers within the institution.	☐	☐	☐	☐	☐	☐
g. All material published by the institution is available to the public on request.	☐	☐	☐	☐	☐	☐
h. The institution manages electronic publications on a basis consistent with other forms of media.	☐	☐	☐	☐	☐	☐
i. Institutional publications are stored and protected in the institution's library	☐	☐	☐	☐	☐	☐
j. The institution's published material is managed for long-term access and accountability.	☐	☐	☐	☐	☐	☐
k. The institution archives versions of its website for long-term access and accountability.	☐	☐	☐	☐	☐	☐
l. All published material is deposited in the National Library of Canada.	☐	☐	☐	☐	☐	☐
m. Cataloguing information about the published material is reported to the National Union Catalogue to be included in AMICUS.	☐	☐	☐	☐	☐	☐

5. If you answered "Strongly disagree" or "Disagree", to any of questions 4a to 4m, your comments are appreciated.

6. **What vehicles do you use to make your institutional publications available to the public? (Please check all that apply.)**

- ☐ Internet
- ☐ Sales program
- ☐ Print on demand - free
- ☐ Print on demand - priced
- ☐ Distribution through Depository Services Program
- ☐ Deposit with National Library of Canada
- ☐ Deposit in institutional library
- ☐ Free distribution to institutionally maintained distribution lists
- ☐ Cataloguing in Publication data from the National Library of Canada
- ☐ Other. Please specify: _____

7. **Does your institution produce an up-to-date publications catalogue?**

- ☐ Yes
- ☐ No. Go to Question 10.

8. **Is the publications catalogue available: (Please check all that apply.)**

- ☐ on the Internet. Please provide URL: _____
- ☐ on-line via dial-up
- ☐ on the Intranet, at user's desktops
- ☐ in print
- ☐ Other. Please specify: _____

9. **What is the coverage of the publication catalogue(s)? (Please check all that apply.)**

- ☐ Publications disseminated on the Internet
- ☐ Priced print publications
- ☐ Priced publications in other formats
- ☐ Free print publications

- ☐ Free publications in other formats
- ☐ Specialized lists for different formats
- ☐ Specialized lists for different programs/subjects

10. **Does your institution have a library?** ***(The Council of Federal Libraries defines a library as a self-directing body staffed by trained library / information specialists providing library / information collections and services to identified client groups within a federal government department, branch or agency, in support of the departmental mandate.)***

- ☐ Yes
- ☐ No. Go to Question 20.

11. **What proportion of institutional publications is deposited in the institutional library?** ***(%)***

12. **Which formats of publications are deposited in the departmental library?** ***(Please check all that apply.)***

- ☐ CD-ROMs / diskettes
- ☐ Films / Videos
- ☐ Maps
- ☐ Sound recordings
- ☐ Alternate format materials (e.g. Braille, talking books)
- ☐ Databases
- ☐ Internet
- ☐ Other. Please specify: _____

13. **Is your electronic institutionally published material managed to ensure long-term access and accountability?**

☐ Yes ☐ No. Go to Question 15.

14. How are your institutional publications managed to ensure long-term access and accountability? ***(Please check all that apply.)***

- ☐ Deposited in the departmental library
- ☐ Deposited in the National Library
- ☐ Deposited in a local site repository
- ☐ Other. Please specify:

15. What are the hours of operation of the departmental library?

Internal:

External - other government:

External - public:

External - public, by appointment:

16. Does your library have a policy on lending institutional publications?

- ☐ Yes. Please send a copy, or provide Internet URL:
- ☐ No. Go to Question 18.

17. **To which of the following does your library lend departmental publications?** *(Please check all that apply)*

- ☐ Other government libraries
- ☐ Government employees outside your department
- ☐ Libraries outside government
- ☐ Individuals outside government

18. **Does the library catalogue departmental publications?**

- ☐ Yes
- ☐ No. Go to Question 20.

19. **How is the library catalogue made available to your clients? (Please check all that apply.)**

- ☐ on the Internet. Please provide URL: _____
- ☐ on-line via dial-up
- ☐ on the Intranet, at user's desktops
- ☐ card catalogue
- ☐ Other. Please specify: _____

20. **Are you aware of the Treasury Board Information Standard on Metadata?**

- ☐ Yes
- ☐ No. Go to Question 23.

21. **If yes, are you applying this standard to your departmental Internet site?**

- ☐ Yes
- ☐ No

22. **If yes, who in your institution is applying this standard?**

- ☐ Departmental Library
- ☐ Other, please specify: _____

23. Are you aware of the Treasury Board Information Standard on Thesauri and Controlled Vocabularies?

- ☐ Yes
- ☐ No. Go to Question 25.

24. If yes, are you applying this standard to your institutional Internet site?

- ☐ Yes
- ☐ No. Go to Question 26.

25. If yes, who in your institution is applying this standard?

- ☐ Institutional Library
- ☐ Other, please specify: _____

26. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the Canadian Book Exchange Centre (CBEC) of the National Library?

- ☐ Yes. Go to Question 28.
- ☐ No

25. If yes, who in your institution is applying this standard?

- ☐ Institutional Library
- ☐ Other, please specify: _____

26. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the Canadian Book Exchange Centre (CBEC) of the National Library?

- ☐ Yes. Go to Question 28.
- ☐ No

27. Why do you not consult with or use the services of CBEC before disposal of surplus published material? (Please check all that apply.)

- ☐ Unaware of existence of CBEC
- ☐ Unaware of National Library Act requirement to use CBEC
- ☐ Dispose of all information holdings via National Archives
- ☐ Other. Please specify: ☐

28. Have you contacted the National Library within the past year for assistance in managing institutional published materials? Please check all that apply (*Column A*), and indicate your level of satisfaction with this assistance (*Column B*). If you were "very dissatisfied" or "dissatisfied", please explain in the space provided (*Column C*).

	A. Contact with NLC		B. Satisfaction					C. Comments
	Yes	No	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	
advice on how to manage institutional published material	☐	☐	☐	☐	☐	☐	☐	

back-up collection and service for institutional publications	☐	☐	☐	☐	☐	☐	☐		
cataloguing data	☐	☐	☐	☐	☐	☐	☐		
preservation and / or conservation advice	☐	☐	☐	☐	☐	☐	☐		

Other. Please specify.	☐	☐	☐	☐	☐	☐	☐	

29. Please provide your contact information:

Name:

Title:

Phone:

Email:

Should you wish to erase your response entries made thus far and start over again, click the "Start again" button below. When you have completed the survey and are satisfied with your responses, click the "SUBMIT" button. ***Thank you for participating in this survey.***

Clear form

This form was built with Infopoll Designer.

Appendix D – Follow-up letter

Within the past few weeks, you received an e-mail asking you to complete an on-line survey **Management of Government Publications**. If you have already completed this survey, we thank you for your participation.

Because the response has been slower than anticipated, we are extending the deadline for reply to March 27, 2002. If you have not yet completed the survey, we encourage you to do so. It will take only a few minutes to complete and will help us update information on the management of published government material.

We encourage you to contribute by completing the questionnaire
(URL: http://infopoll.net/Live/surveys/s16133.htm).

Thank you for your participation.

***

Appendix E - Tables

Table 1
Comparison of results[8]
2002 and 1999
(%)

Questions	2002 (n=97)	1999 (n=49)
Q1. Location		
Newfoundland	0	
Prince Edward Island	2.1	2.2
Nova Scotia	3.1	
New Brunswick	4.1	
Québec, outside NCR	10.3	2.2
Ontario, outside NCR	10.3	2.2
NCR	50.5	93.5
Manitoba	5.2	
Saskatchewan	4.1	
Alberta	4.5	
British Columbia	5.2	
Northwest Territories	1.0	
NCR	50.5	93.5
outside NCR	49.5	6.5
Q3. Is there a particular responsibility centre(s) responsible for implementation of the MGIH Policy as it relates to published material? (% yes)	na[9]	79.0
Q3. Is there a particular responsibility centre(s) responsible for the management of published material? *(% yes)*	68.1	
Q4a. Information holdings are available for public dissemination.		
Disagree	4.2	18.2
Neutral	3.2	11.4
Agree	92.6	70.5
Q4b. Information holdings are available for use by other institutions within the government.		
Disagree	5.3	15.9
Neutral	6.4	15.9
Agree	88.3	68.2
The institution's published information holdings are listed in an up-to-date publications catalogue.	na	
Disagree		30.0
Neutral		10.0
Agree		60.0
Q4c. All publications are deposited in the institution's library.		
Disagree	33.3	27.9
Neutral	14.6	4.7
Agree	52.1	67.4

[8] *Note: The questions are numbered according to the 2002 survey; questions that are not numbered were in the 1999 survey, but not in the 2002 version.
Percentages may not add to 100 due to rounding.
[9] Not applicable; this question was not asked.

Table 1 Comparison of results[8] 2002 and 1999 (%)		
Questions	**2002 (n=97)**	**1999 (n=49)**
Q4d. Published material is catalogued according to established standards.		
Disagree	5.3	4.5
Neutral	7.4	2.3
Agree	87.2	93.2
Q4e. The resulting cataloguing information is made available to other libraries.		
Disagree	14.6	23.3
Neutral	16.9	4.7
Agree	68.5	72.1
Q4f. All material published by the institution is easily accessible to decision makers within the institution.		
Disagree	18.9	11.1
Neutral	14.7	11.1
Agree	66.3	77.8
Q4g. All material published by the institution is available to the public on request.		
Disagree	22.1	15.6
Neutral	11.6	8.9
Agree	66.3	75.6
Q4h. The institution manages electronic publications in a manner consistent with other forms of media.		
Disagree	27.4	19.0
Neutral	23.2	23.8
Agree	49.5	57.1
Q4i. Institutional publications are stored and protected in the institution's library.		
Disagree	20.7	9.3
Neutral	12.0	7.0
Agree	67.4	83.7
Published material is disposed of in accordance with the National Library Act.	na	
Disagree		9.3
Neutral		11.6
Agree		79.1
4j. The institution's published material is managed for long-term access and accountability.		na
Disagree	18.9	
Neutral	11.6	
Agree	69.5	
4k. The institution archives versions of its website for long-term access and accountability.		na
Disagree	38.6	
Neutral	27.7	
Agree	33.7	

Table 1
Comparison of results[8]
2002 and 1999
(%)

Questions	2002 (n=97)	1999 (n=49)
4l. All published material is deposited in the National Library of Canada.		na
Disagree	27.5	
Neutral	19.8	
Agree	52.7	
4m. Cataloguing information about the published material is reported to the National Union Catalogue to be included in AMICUS.		na
Disagree	39.3	
Neutral	13.5	
Agree	47.2	
Q6. What vehicles do you use to make departmental publications available to the public?		
Internet	81.4	84.4
Sales program	28.9	35.6
Print on demand – free	47.4	na
Print on demand – priced	20.6	na
Print on demand (1999)	na	46.7
Distribution through DSP	45.4	57.8
Deposit with NLC	68.0	75.6
Deposit in institutional library	78.4	84.1
Free distribution to institutional maintained distribution lists	50.5	84.4
Cataloging in Publication data from the NLC	25.8	na
Other	13.4	18.8
Q7. Does your department have an up-to-date publications catalogue? (% yes)	58.3	40.0
Q8. Is the publications catalogue available:		na
On the Internet	87.5	
On-line via dial-up	25.0	
On the Intranet, at user's desktops	25.0	
In print	12.5	
Other	5.4	
Q9. What is the coverage of the publications catalogue(s)?		
All publications	na	50.0
Publications disseminated on the Internet	47.3	10.0
Priced print publications	36.4	10.0
Priced publications in all formats	na	5.0
Priced publications in other formats	21.8	na
Priced and free print publications	na	10.0
Free print publications	54.5	na
Free publications in other formats	23.6	na
Priced and free publications in all formats	na	25.0
Specialized lists for different media	na	0
Specialized lists for different formats	7.3	na
Specialized lists for different programs/subjects	10.9	20.0

Table 1
Comparison of results[8]
2002 and 1999
(%)

Questions	2002 (n=97)	1999 (n=49)
Does your department have a policy on charging for publications? (% yes)	na	33.3
Q10. Does your institution have a departmental library? (% yes)	95.9	93.5
Q11. What proportion of institutional publications is deposited in the institutional library? (%)		na
<10%	8.0	
10-24%	5.3	
25-49%	8.0	
50-74%	12.0	
75-99%	45.3	
100%	21.3	
Are departmental publications deposited in the departmental library? (% yes)	na	95.0
Q12. Which formats are deposited in the departmental library?		
Print publications	100.0	87.8
CD-ROMs/diskettes	61.6	58.5
Films/videos	60.5	53.7
Maps	29.1	22.0
Sound recordings	24.4	29.3
Alternate format materials	10.5	14.6
Databases	16.3	2.4
Internet files	26.7	9.8
All formats	na	12.2
Other	8.1	4.9
Q13. Is your electronic institutionally-published material managed to ensure long-term access and accountability? *(% yes)*	52.3	na
Q14. How are your institutional publications managed to ensure long-term access and accountability?		na
Deposited in the departmental library	44.6	
Deposited in the National Library	32.5	
Deposited in a local site repository	27.7	
Other	8.4	
Q15. What are the hours of operation of the departmental library? *(average hours)*		
Internal	8.3	9.7
External – other government	8.2	8.0
External – public	8.0	7.8
External – public, by appointment	8.1	na
Q16. Does your library have a policy on lending institutional publications? (% yes)	51.7	54.0

Table 1
Comparison of results[8]
2002 and 1999
(%)

Questions	2002 (n=97)	1999 (n=49)
Q17. To which of the following does your library lend departmental publications?		
other government libraries	56.5	92.3
government employees outside your department	28.3	38.5
libraries outside government	56.5	76.9
individuals outside government	19.6	20.5
Q18. Are your holdings of departmental publications catalogued by the library? (% yes)	94.4	97.8
Q19. How is the library catalogue made available to your clients?		
Internet	49.5	30.0
dial-up	4.3	10.0
on the Intranet, at user's desktops	61.3	na
card catalogue	4.3	15.0
on-line in library	na	90.0
on-line at departmental user's desktop	na	67.5
on-line to users in other government departments	na	30.0
on-line to users outside government	na	25.0
other	18.3	17.5
Q20. Are you aware of the Treasury Board Information Standard on Metadata? *(% yes)*	67.0	na
Q21. If yes, are you applying this standard to your departmental Internet site? *(% yes)*	72.3	na
Q22. If yes, who in your institution is applying this standard?		na
Institutional library	37.5	
Other	62.5	
Q23. Are you aware of the Treasury Board Information Standard on Thesauri and Controlled Vocabularies? *(% yes)*	57.3	na
Q24. If yes, are you applying this standard to your institutional Internet site? *(% yes)*	43.6	na
Q25. If yes, who in your institution is applying this standard?		na
Institutional library	45.8	
Other	54.2	
Q26. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the CBEC of the NLC? (% yes)	82.1	84.0
Q27. Why do you not consult with or use the services of CBEC before disposal of surplus published material?		
unaware of existence of CBEC	25.0	50.0
unaware of NLC Act requirements to use CBEC	6.3	50.0
dispose of all information holdings via NAC	6.3	33.3
other	62.5	66.7

Table 1
Comparison of results[8]
2002 and 1999
(%)

Questions	2002 (n=97)	1999 (n=49)
Q28. Have you contacted the National Library within the past year for assistance in managing institutional published materials. Please indicate your level of satisfaction with this assistance.		na
Advice on how to manage institutional published material		
used	13.8	
satisfaction		
Dissatisfied	16.7	
Neutral	16.7	
Satisfied	66.7	
Back-up collection and service for institutional publications		
used	10.5	
satisfaction		
Dissatisfied	22.2	
Neutral	77.8	
Satisfied		
Cataloguing data		
used	40.0	
satisfaction		
Dissatisfied		
Neutral		
Satisfied	100.0	
Preservation and/or conservation advice		
used	11.8	
satisfaction		
Dissatisfied		
Neutral	22.2	
Satisfied	77.8	
Other		
used	32.6	
satisfaction		
Dissatisfied	9.1	
Neutral		
Satisfied.	90.9	
How important were the following barriers in the implementation of the MGIH Policy? (% important)	na	
resources		75.0
attitudes		60.0
culture		60.0
knowledge of policy		75.0
policy not broad enough		17.5
policy not specific enough		20.5

Table 1
Comparison of results[8]
2002 and 1999
(%)

Questions	2002 (n=97)	1999 (n=49)
What assistance could the National Library provide in implementing your MGIH policy?	na	
provide advice		67.5
provide back-up collection and service for departmental publications		37.5
provide cataloguing data		27.5
provide preservation and/or conservation advice		47.5
Are changes required in existing government policy on published government information?	na	
Yes		53.5
No		41.9
Don't know		4.7

Table 2
Comparison of results[10]
NCR and Outside NCR
(%)

Questions	NCR (n=49)	Outside NCR (n=48)
Q3. Is there a particular responsibility centre(s) responsible for the management of published material? (% yes)	66.7	69.6
Q4a. Information holdings are available for public dissemination.		
Disagree	4.2	4.3
Neutral	4.2	2.1
Agree	91.7	93.6
Q4b. Information holdings are available for use by other institutions within the government.		
Disagree	4.2	6.5
Neutral	6.3	6.5
Agree	89.6	87.0
Q4c. All publications are deposited in the institution's library.		
Disagree	33.3	33.3
Neutral	12.5	16.7
Agree	54.2	50.0
Q4d. Published material is catalogued according to established standards.		
Disagree	4.3	6.4
Neutral	6.4	8.5
Agree	89.4	85.1
Q4e. The resulting cataloguing information is made available to other libraries.		
Disagree	10.9	18.6
Neutral	15.2	18.6
Agree	73.9	62.8
Q4f. All material published by the institution is easily accessible to decision makers within the institution.		
Disagree	21.3	16.7
Neutral	14.9	14.6
Agree	63.8	68.8
Q4g. All material published by the institution is available to the public on request.		
Disagree	22.9	21.3
Neutral	10.4	12.8
Agree	66.7	66.0
Q4h. The institution manages electronic publications in a manner consistent with other forms of media.		
Disagree	25.0	29.8
Neutral	20.8	25.5
Agree	54.2	44.7

[10] *Note: The questions are numbered according to the 2002 survey; questions that are not numbered were in the 1999 survey, but not in the 2002 version.
Percentages may not add to 100 due to rounding.

Table 2
Comparison of results[10]
NCR and Outside NCR
(%)

Questions	NCR (n=49)	Outside NCR (n=48)
Q4i. Institutional publications are stored and protected in the institution's library.		
Disagree	27.3	14.6
Neutral	11.4	12.5
Agree	61.4	72.9
4j. The institution's published material is managed for long-tern access and accountability.		
Disagree	27.7	10.4
Neutral	4.3	18.8
Agree	68.1	70.8
4k. The institution archives versions of its website for long-term access and accountability.		
Disagree	44.5	31.6
Neutral	24.4	31.6
Agree	31.1	36.8
4l. All published material is deposited in the National Library of Canada.		
Disagree	31.4	24.4
Neutral	10.9	28.9
Agree	58.7	46.7
4m. Cataloguing information about the published material is reported to the National Union Catalogue to be included in AMICUS.		
Disagree	41.9	37.0
Neutral	7.0	19.6
Agree	51.2	43.5
Q6. What vehicles do you use to make departmental publications available to the public?		
Internet	87.8	75.0
Sales program	32.7	25.0
Print on demand – free	38.8	56.3
Print on demand – priced	28.6	12.5
Distribution through DSP	63.3	27.1
Deposit with NLC	79.6	56.3
Deposit in institutional library	79.6	77.1
Free distribution to institution-maintained distribution lists	57.1	43.8
Cataloging in Publication data from the NLC	34.7	16.7
Other	16.3	10.4
Q7. Does your department have an up-to-date publications catalogue? (% yes)	64.6	52.1

Table 2
Comparison of results[10]
NCR and Outside NCR
(%)

Questions	NCR (n=49)	Outside NCR (n=48)
Q8. Is the publications catalogue available:		
On the Internet	90.3	84.0
On-line via dial-up	22.6	28.0
On the Intranet, at user's desktops	22.6	28.0
In print	12.9	12.0
Other	3.2	8.0
Q9. What is the coverage of the publications catalogue(s)?		
Publications disseminated on the Internet	43.3	52.0
Priced print publications	40.0	32.0
Priced publications in other formats	26.7	16.0
Free print publications	50.0	60.0
Free publications in other formats	26.7	20.0
Specialized lists for different formats	6.7	8.0
Specialized lists for different programs/subjects	13.3	8.0
Q10. Does your institution have a departmental library? (% yes)	93.9	97.9
Q11. What proportion of institutional publications is deposited in the institutional library? (%)		
<10%	*8.3*	7.7
10-24%	*2.8*	7.7
25-49%	*13.9*	2.6
50-74%	*16.7*	7.7
75-99%	*38.9*	51.3
100%	*19.4*	23.1
Q12. Which formats are deposited in the departmental library?		
Print publications	100.0	100.0
CD-ROMs/diskettes	64.3	59.1
Films/videos	59.5	61.4
Maps	26.2	31.8
Sound recordings	28.6	20.5
Alternate format materials	14.3	6.8
Databases	9.5	22.7
Internet files	23.8	29.5
Other	11.9	4.5
Q13. Is your electronic institutionally-published material managed to ensure long-term access and accountability? *(% yes)*	53.5	51.1
Q14. How are your institutional publications managed to ensure long-term access and accountability?		
Deposited in the departmental library	43.6	45.5
Deposited in the National Library	41.0	25.0
Deposited in a local site repository	20.5	34.1
Other	10.3	2.3

Table 2
Comparison of results[10]
NCR and Outside NCR
(%)

Questions	NCR (n=49)	Outside NCR (n=48)
Q15. What are the hours of operation of the departmental library? *(average hours)*		
Internal	8.3	8.3
External – other government	8.1	8.3
External – public	8.0	8.1
External – public, by appointment	8.0	8.2
Q16. Does your library have a policy on lending institutional publications? (% yes)	57.1	46.7
Q17. To which of the following does your library lend departmental publications?		
other government libraries	57.8	55.3
government employees outside your department	24.4	31.9
libraries outside government	57.8	55.3
individuals outside government	13.3	25.5
Q18. Are your holdings of departmental publications catalogued by the library? (% yes)	97.7	91.3
Q19. How is the library catalogue made available to your clients?		
Internet	52.2	46.8
dial-up	8.7	0
on the Intranet, at user's desktops	67.4	55.3
card catalogue	2.2	6.4
other	26.1	10.6
Q20. Are you aware of the Treasury Board Information Standard on Metadata? *(% yes)*	83.7	50.0
Q21. If yes, are you applying this standard to your departmental Internet site? *(% yes)*	65.9	83.3
Q22. If yes, who in your institution is applying this standard?		
Institutional library	39.5	35.0
Other	60.7	65.0
Q23. Are you aware of the Treasury Board Information Standard on Thesauri and Controlled Vocabularies? *(% yes)*	72.9	41.7
Q24. If yes, are you applying this standard to your institutional Internet site?	31.4	65.0
Q25. If yes, who in your institution is applying this standard?		
Institutional library	36.4	53.8
Other	63.6	46.2
Q26. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the CBEC of the NLC? (% yes)	87.5	84.0
Q27. Why do you not consult with or use the services of CBEC before disposal of surplus published material?		
unaware of existence of CBEC	50.0	10.0
unaware of NLC Act requirements to use CBEC	16.7	
dispose of all information holdings via NAC	16.7	
other	16.7	90.0

Table 2
Comparison of results[10]
NCR and Outside NCR
(%)

Questions	NCR (n=49)	Outside NCR (n=48)
Q28. Have you contacted the National Library within the past year for assistance in managing institutional published materials?		
Please indicate your level of satisfaction with this assistance.		
Advice on how to manage institutional published material		
used	19.1	7.5
level of satisfaction		
Dissatisfied	11.1	33.3
Neutral	22.2	
Satisfied	66.7	66.7
Back-up collection and service for institutional publications		
used	10.9	10.0
level of satisfaction		
Dissatisfied		
Neutral	40.0	
Satisfied	60.0	100.0
Cataloguing data		
used	45.7	33.0
level of satisfaction		
Dissatisfied		
Neutral		
Satisfied	100.0	100.0
Preservation and/or conservation advice		
used	21.7	0
level of satisfaction		
Dissatisfied		
Neutral		
Satisfied	22.2	
	77.8	
Other		
used	40.0	22.2
level of satisfaction		
Dissatisfied	12.5	
Neutral		
Satisfied.	87.5	100.0